

NICOLAS CÉSAIRE

Full Stack Web Developer

514-947-5385
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EDUCATION

**Computer Science
Bachelor**
Concordia University
Ongoing

Bootcamp Web Dev
Concordia University
2023

EXPERTISE

HTML
CSS
Javascript
NodeJs
ReactJs
Java
C#
Git

LANGUAGE

French
English
Creole

PROFILE

Full Stack Developer with a background in tech support and a strong focus on building reliable, user-friendly web applications. Quick learner, detail-oriented, and eager to contribute to impactful development projects.

WORK EXPERIENCE

TD Merchant Solutions Help Desk

TD Canada Trust

2018 – Present

- Troubleshooting POS terminals, mobile payment devices, and online payment platforms
- Serve as the primary point of contact providing high-quality support on payment processing systems and services
- Peer to peer support and procedure reviews

Credit Cards Representative

Desjardins

2017 – 2018

- Work with internal departments to resolve technical or complex issues to ensure timely and accurate solutions
- Educate members on Desjardins credit card features, benefits
- Provide exceptional service by responding to inquiries related to credit card accounts, transactions, billing, and disputes

Help Desk Representative

Telus Mobility

2014 – 2017

- Working with the network team to identify network issues
- Educate customers on service features, account options, and preventative steps to minimize future technical issues
- Meet or exceed key performance indicators (KPIs) such as first-call resolution, customer satisfaction scores (CSAT), and average handle time