

Niloy Patrik Senesi

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Skills

- Skilled in Java, JavaScript, SQL, HTML, CSS, PHP and developing wireframes
- Knowledgeable frameworks: React and Laravel
- Proficient in Windows OS and Linux
- More than three years of customer service experience in a fast-paced, demanding environment
- Trilingual; fluent in English, Italian and Bengali
- Project manager for capstone project

Education

Diploma

September 2022 — ongoing

IT Web Programming

Nova Scotia Community College, Halifax, N.S.

Bachelor of Arts

September 2014 — April 2019

Major in International Development Studies

Double minor in History and Geography

Saint Mary's University, Halifax, N.S.

Professional Experience

Junior Developer

April — May 2023

Project BlackBird, Nova Scotia Community College

- Created wireframes and implemented them using Laravel to streamline the IT Job Fair website and enhance user experience
- Documented web changes and recommendations for future Developers in an organized manner after identifying areas for improvement
- Used GitHub to work collaboratively as part of a diverse team

Cisco Pre-Call Agent

September 2020 — August 2022

Blue Ocean Contact Centers

- Proactively managed 100+ client relationships, working closely with vendors to ensure business operations ran smoothly
- Used strong customer service skills to resolve issues with vendors and clients on a daily basis
- Regularly analyzed case information to determine most effective course of action when dispatching parts and labour to client sites

- Accommodated customer needs to promote inclusivity

Cisco VISE Support Agent, TAC & Entitlement

June 2019 — September 2020

Blue Ocean Contact Centers

- Communicated critical information between field engineers and clients to ensure complex tasks were completed efficiently and accurately
- Assisted customers from all over the world with the procurement of equipment
- Ensured client requests for parts and labour matched their contract details
- Monitored inventory for part availability and reported findings to clients

Volunteer Experience

Volunteer Coordinator

August 2020 — January 2022

Open Harbour Refugee Association

- Recruited and trained 10 new volunteers for the organization
- Scheduled one-on-one discovery sessions with new volunteers and assigned them to suitable committees
- Actively engaged in volunteer outreach opportunities, such as representing the organization at Saint Mary's University's annual volunteer fair

Health Committee Member

February 2019 — August 2020

Open Harbour Refugee Association

- Accompanied refugee families to their health and dental appointments to help them feel supported as they adjusted to life in Nova Scotia

Conference Registration Assistant

June 14 — 16, 2018

Immigration, the Dynamics of Identity and Policies for Managing Diversity

Saint Mary's University

- Helped register and guide conference attendees to various lectures

Summer Intern

May — June 2017

Search for Common Grounds (SFCG), Colombo, Sri Lanka

- Collaborated with team members to organize a workshop and conference that recognized women's political participation in Sri Lanka
- Supported the SFCG Youth, Peace and Security team with proposal development