Niloy Patrik Senesi

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Skills

- Skilled in JavaScript, MySQL and NoSQL database, SQL, HTML, CSS, PHP and developing wireframes.
- Good understanding in: React, Laravel, Next.js, Docker, Jest, Selenium, Leaflet and MongoDB
- Knowledgeable in CMS platform such as WordPress, customizing sites using PHP
- Experienced in agile methodologies and Scrum framework
- Competent in Windows OS and Linux
- Proficient at using Microsoft Office products, including Visio, Word, Excel, SharePoint, Teams, and PowerPoint, with strong technical writing skills honed through extensive report writing during my degree in International Development Studies
- Over three years of customer service experience in a fast-paced, demanding environment, demonstrating excellent problem-solving skills and the ability to communicate technical concepts effectively
- Trilingual; fluent in English, Italian and Bengali

Education

Diploma   September 2022 — June 2024
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

Night Merchandise Stocker   October 2024 (Present)
Costco
- Delivering excellent customer service by assisting shoppers, answering inquiries, and directing them to product locations
- Collaborating with the manager to determine restocking priorities and coordinating with pallet jack operators to receive stock for my assigned aisle, ensuring timely and organized replenishment of products
- Maintaining well-organized and presentable displays to enhance the customer shopping experience
- Lifting and moving heavy objects as part of restocking and organizing inventory

Junior Full-Stack Developer / Application Tester (Internship)   April — May 2024
Truverus

- Implemented front-end modification in React TypeScript in conjunction with the backend to meet client requirements
- Used Scrum, an agile framework, to deliver progress reports and facilitate efficient team collaboration throughout the development process
- Audited the client's survey application, testing it for bugs, to enhance its performance
- Leveraged GitHub, gaining proficiency in Git commands, thereby enhancing understanding of version control and facilitating efficient teamwork
- Used Selenium and Jest test cases to test the application and meet business needs

Junior Developer (Internship)   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 VISE 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