

# Niloy Patrik Senesi

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## Skills

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- Skilled in JavaScript, SQL, NoSQL, HTML, CSS, PHP and developing wireframes.
- Good understanding in: React, Laravel, Next.js, Jest, Selenium and MongoDB
- Familiar in creating MERN Stack applications
- Experienced in CMS platform such as WordPress, customizing sites using PHP
- 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

## Education

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### 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

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### 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**

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### **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