

Niloy Patrik Senesi

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Skills

Technical Skills:

- Programming: JavaScript, PHP, SQL (MySQL, NoSQL), HTML, CSS
- Frameworks & Libraries: React, Laravel, Next.js, Leaflet
- Testing & Automation: Jest, Selenium
- DevOps & Tools: Docker, Git, GitHub
- CMS Platforms: WordPress (custom PHP customizations)
- Operating Systems: Windows, Linux, Mac OS

Soft Skills:

- Agile methodologies & Scrum framework
- Technical writing & documentation (Microsoft Office Suite: Visio, Word, Excel, PowerPoint, SharePoint, Teams)
- Customer service & problem-solving
- Trilingual: English, Italian, Bengali

Education

Diploma in IT Web Programming (Honours) | *Nova Scotia Community College, Halifax* | 2022 – 2024

Bachelor of Arts, International Development Studies | *Saint Mary's University, Halifax* | 2014 – 2019

Double Minor: History & Geography

Professional Experience

Night Merchandise Stocker

Costco | October 2023 – Present

- Delivered exceptional customer service to 10+ customers daily and addressed inquiries.
- Organized product displays and ensured efficient restocking of inventory based on sales trends.
- Worked collaboratively with managers and team members to coordinate logistics for stock movement.

Junior Full-Stack Developer / Application Tester

Truverus | April – May 2024

- Enhanced UI functionality by implementing front-end modifications in React TypeScript.
- Conducted application testing using Jest and Selenium to identify issues early, preventing malfunctions from bypassing the CI/CD pipeline.
- Used GitHub for collaborative development and gained proficiency in Git commands.
- Participated in Scrum meetings, delivering updates on progress and resolving development roadblocks.

Junior Developer

Project BlackBird, NSCC | April – May 2023

- Initiated using Figma for wireframe design, which was later adopted by volunteers monitoring the site's upkeep.
- Implemented wireframe using Laravel to optimize NSCC IT Job Fair website for smoother user experience. More than 200 students from NSCC Halifax IT Campus and NSCC Truro visited the site.
- Created technical documentation to assist future developers in maintaining and improving the website.

Cisco VISE Support Agent & Pre-Call Agent

Blue Ocean Contact Centers | June 2019 – August 2022

- Progressed from Cisco VISE Support Agent (TAC & Entitlement) to Pre-Call agent, growing expertise in managing customer relationships and technical dispatch.
- Served as a trusted consultant for Cisco clients, advising on contract entitlements and providing clear guidance on steps to regain access to services with minimal disruption.
- Monitored inventory availability and provided clients with proactive updates on part shipments, ensuring timely and accurate deliveries.
- As a Pre-call Agent, managed and maintained relationships with 100+ high-priority clients and vendors, ensuring business operations ran smoothly.
- Conducted real-time case analysis, determining the best course of action for dispatching parts and labor.
- Collaborated with clients to create service orders directly, ensuring minimal downtime and effective issue resolution.
- Resolved customer inquiries and service issues efficiently, promoting a high standard of customer service.

Volunteer Coordinator & Health Committee Member

Open Harbour Refugee Association | February 2019 – January 2022

- As a volunteer coordinator, recruited and trained 10+ volunteers, supported refugee families, and represented the organization at outreach events.
- Accompanied families to medical checkups, dental visits, and other essential healthcare appointments.