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Alberta, Canada

Nitiksha Shah

Software Developer Engineer/ Front-End Developer

GitHub: NitikshaS
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Portfolio: [Nitiksha Shah](#)

SKILLS

Languages	JavaScript, Java, C/C++, SQL, React JS, HTML5, CSS3, Responsive Design
Database	MySQL, MongoDB, PostgreSQL
Tools	Jira, Git, GitHub, GitLab
Agile Methodology	Scrum, Kanban, Sprint Planning, Retrospectives, Demos
Designing Tools	Photoshop, Illustrator, Figma, Adobe XD, Adobe Animate.
Other Skills	Peer Code Reviews & Collaboration, Relational & NoSQL Databases, API Integration & Development, Design Patterns & Engineering Best Practices, Strong Communication & Team Collaboration

TECHNICAL EXPERIENCE

Technical Support Advisor <i>Teleperformance</i>	Sept 24 – Present <i>Canada</i>
<ul style="list-style-type: none">• Provided front-line, first-level technical support, efficiently troubleshooting issues in a high-paced, customer-focused environment.• Ensured excellent customer service by quickly identifying and resolving technical issues related to device performance, internet connectivity, and other support areas Maintained and exceeded client and Line of Business (LOB) KPIs, contributing to overall customer satisfaction.• Thrived in a team-oriented, fast-paced environment focused on adaptability and high energy.• Communicated effectively with upset customers, addressing concerns professionally to achieve positive outcomes.	
Web Developer, Project Manager <i>Algonquin College</i>	May 23 — August 23 <i>Ottawa, Canada</i>
<ul style="list-style-type: none">• Worked in a cross-functional team to deliver new features for the customer-facing website, contributing to both frontend and backend development using JavaScript and HTML/CSS• Developed responsive, cross-browser user interfaces, collaborating closely with design and product teams to deliver a seamless customer experience.• Actively conducted Agile ceremonies including Scrum, Sprint Planning, Retros, and Demos, ensuring that features were delivered on time and aligned with project goals• Led peer code reviews, providing constructive feedback to ensure code quality and maintainability	
Developer / Car Showroom Management System <i>Project</i>	August 2024
<ul style="list-style-type: none">• Developed a Car Showroom Management System in Java, managing car inventory and customer records through object-oriented design.• Designed customer management functionality, allowing for easy tracking of customer details, purchase history, and preferences.• Leveraged Java Collections (e.g., Array List, HashMap) for efficient data handling and storage of car inventory and customer records• Utilized Java I/O operations for data persistence, storing customer and car data to maintain records across sessions	
Web Application Designer / Music Application <i>Project</i>	September 2024
<ul style="list-style-type: none">• A responsive, single web page music application like Spotify using React JS, Node JS, Express and MongoDB.• Designed an intuitive, user-friendly with optimized performance for various devices, ensuring seamless UX.• Utilized React hooks and Context API for efficient state management, ensuring smooth dynamic updates and interactive user experience• Implemented core features such as playback controls, playlist management, and search functionality, enhancing user engagement.	
<h3>EDUCATION</h3>	
Interactive Media Management, Algonquin College, Ottawa, 3.72 GPA	Aug 2023
Project Management, Georgian College, Barrie, 3.62 GPA	Aug 2022
Bachelor's in Computer Engineering, Gujarat Technological University, India, 8.8 CGPA	Aug 2021
<h3>CERTIFICATES</h3>	
Junior Data Analyst Program - NPower Canada Toronto	Oct 2024
IBM Data Analyst Professional Certificate	Oct 2024
Python for Data Science, AI & Development	Sept 2024
Azure AI-900, Microsoft	Aug 2024