

# RADHIKA LELE

## Front End Web Developer

📞 514-623-9797   @ radhika.khaparde@gmail.com   🔗 www.linkedin.com/in/radhika-lele   🔗 Extra Website/Link  
📍 Brampton, Ontario   ☆ Extra Field

### SUMMARY

A Front End Developer with a passion for creating responsive and accessible web applications using JavaScript, React, HTML, CSS, and SCSS. With a strong foundation in programming, backed by two years of experience in customer service and teaching, I possess a unique blend of technical expertise and interpersonal skills. I am committed to creating engaging and user-friendly experiences for website visitors, and have a keen eye for design and user experience.

### PROJECTS

#### Multi-page Site

<https://glittering-lily-61b3f1.netlify.app>

<https://github.com/Radhika-Lele/RadhikaLeleProjectOne>

Translated static design images into functional, responsive website using HTML, CSS and SCSS

### EDUCATION

#### Web Development Immersive Bootcamp Certificate

[Juno College of Technology, Toronto, ON](#)   📅 03/2023 - 06/2023

#### Master of Engineering in Electronics and Telecommunication Engineering

[University of Mumbai, India](#)   📅 08/2015 - 10/2017

#### Bachelor of Engineering in Electrical and Electronics Engineering

[Amravati University, India](#)   📅 08/2010 - 06/2014

### SKILLS

HTML	CSS	JavaScript	React
SCSS	Git & Git-Hub	Web Accessibility	
Restful APIs			

### EXPERIENCE

#### Customer Service Sales Representative

##### Alorica

📅 05/2019 - 08/2020   📍 Montral, Quebec

- Contacted potential customers to capitalize on new sale, cross-sale and up-sale opportunities
- Consistently exceeding sales targets by 80%, building strong relationships with clients, and effectively communicating the value of our products and services

#### Customer Service Representative

##### CUR0 Financial Technologies

📅 11/2022 - 02/2023   📍 Toronto, Ontario

- Resolved customer complaints and inquiries with a 95% satisfaction rating, leading to increased customer retention and loyalty
- Developed strong relationship with customers, resulting in an 89% customer retention rate using modern negotiation tactics.
- Managed an average of 50+ customer inquiries per day, ensuring all issues were resolved in a timely and satisfactory manner

#### Teaching Assistant

##### Thakur College of Engineering and Technology (TCET)

📅 07/2016 - 06/2017   📍 Mumbai, India

- Taught labs and conducted workshops for 120 undergraduate and graduate students of the Electronics Engineering division
- Designed and delivered engaging presentations that have helped students understand complex engineering concepts in a clear and concise manner.