

RADHIKA LELE

Front End Web Developer

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📍 Brampton, Ontario

SUMMARY

A Front End Developer with a passion for creating responsive and accessible web applications using JavaScript, React, HTML, CSS, SASS and Firebase. 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

NOVAS Boutique Shop

<https://peppy-gecko-8d9ad2.netlify.app>

[https://github.com/Radhika-](https://github.com/Radhika-Lele/DhaliwalHuangLeleProjectTwo/tree/displayCartNew)

[Lele/DhaliwalHuangLeleProjectTwo/tree/displayCartNew](https://github.com/Radhika-Lele/DhaliwalHuangLeleProjectTwo/tree/displayCartNew)

Multipage E-commerce website for shopping furniture using HTML5, CSS, SASS, JavaScript and Firebase

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 SASS

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

SASS

Git & Git-Hub

Web Accessibility

Restful APIs

Firebase

Responsive Design

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

[CURO 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