

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

Robo Trivia

robo-trivia-app.netlify.app
<https://github.com/RoboTriviaProject/RoboTrivia>

A versatile and captivating Robo Trivia app, developer experienced in React, Firebase, and API integration. Skilled in developing trivia games that provide exciting competition and cater to different gaming preferences. Additionally, implementing a scoreboard feature to track and display player's scores, enhancing the competitive spirit and overall user experience.

Recipe Finder App

<https://recipe-find-app.netlify.app/>
<https://github.com/Radhika-Lele/RadhikaLeleProject3>

The Recipe Finder API provides users with access to an extensive collection of web recipes by using React, API's and JavaScript. By leveraging the Edamam API, users can perform recipe searches based on various criteria, such as ingredients and dietary preferences.

NOVAS Boutique Shop

<https://novas-boutique-shop.netlify.app/>
<https://github.com/Radhika-Lele/DhaliwalHuangLeleProjectTwo/tree/displayCartNew>

Novas Boutique Shop built using JavaScript, Firebase, CSS, SASS and HTML is a specialized furniture store offering diverse options to shop furniture. It has convenient shopping cart for easy online purchases. Also, "View All" button to explore complete furniture collection with added Wishlist feature for future reference. User-friendly platform for discovering and selecting furniture choices.

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

React	JavaScript	Restful API's	SASS
CSS	HTML	Git & GitHub	Firebase
Responsive Design	Web Accessibility		

EXPERIENCE

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

Customer Service Sales Representative

Alorica

- 📅 05/2019 - 08/2020 📍 Montreal, Quebec
- Contacted potential customers to capitalize on new sale, cross-sale and up-sale opportunities
 - Consistently exceeded sales targets by 80%, building strong relationships with clients, and effectively communicating the value of our products and services

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