

RAHAT CHOWDHURY

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Portfolio: <https://rahat-ch.github.io/RahatChowdhuryPortfolio/>

SUMMARY

Full-Stack Web Developer with a background in managing customer service teams. Well versed in all aspects of relationship building from human to product interaction. Excellent mentor with ability to develop teams through training and feedback. Adept at building websites from mockup to rollout both independently and with diverse teams.

TECHNICAL SKILLS

Customer Support Leader: Salesforce, Customer Service, Oracle Service Cloud, Management, On-Boarding, Training, Mentoring, Articulate Storyline, Technical Writing

Programming Languages: HTML5, CSS3, Javascript, JQuery, Bootstrap, Firebase, Node Js, MySQL, PostgreSQL, Python, Django, MongoDB, Express, Handlebars JS, & React Js.

PROJECTS

Party Like It's 1999 | [Github Repository](#) | [Deployed Site](#) | **Guessing Game with a 90's music theme**

- Project Manager - Responsible for core game logic
- HTML, CSS, JQuery, Bulma Framework, API Seeds, Last.FM API

Giftastic | [Github Repository](#) | [Deployed Site](#) | **Search Engine for Automobile Gifts and Facts**

- Full Stack Developer - First web application combining multiple API's
- HTML, CSS, JQuery, Bootstrap, Giphy API, Wikipedia API

Trivia | [Github Repository](#) | [Deployed Site](#) | **Trivia Game based on the Pokemon Franchise**

- Front End Development - Showcasing skills with DOM manipulation
- HTML, CSS, JQuery

PROFESSIONAL WORK EXPERIENCE

Team Leader of Customer Support & Success, Newsela, NY 2018 – Present

- Hire and manage a team of Customer Success reps who have achieved 90% Customer Satisfaction.
- Spearhead construction of internal Knowledge base for agent reference to boost agent productivity.

Customer Care Training Manager, Payoneer, NY 2017 – 2018

- Built training programs for employee onboarding and continued training to leadership training.
- Developed E-learning presentations for employees to maintain an understanding of product knowledge.

Customer Care Knowledge Expert, Payoneer, NY 2015 – 2017

- Managed multiple teams as Shift Supervisor to support agents of varying skills and backgrounds.
- Mastered internal financial processes and well versed in domestic and international financial laws.

EDUCATION

Columbia University Fu Foundation School of Engineering and Applied Science

Full-Stack Web Development Bootcamp

Baruch College, City University of New York

Pursued Major: Mathematics