RAHAT CHOWDHURY

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Portfolio: https://rahat.dev

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.

SKILLS

Programming Technologies: React, Gatsby, GraphQL, HTML5, CSS3, Javascript, JQuery, Bootstrap, Firebase, Node JS, MySQL, PostgreSQL, MongoDB, Express, Handlebars JS, Socket.io & Passport JS.

Customer Support Leader: Management, Training, Mentoring, Articulate Storyline, Technical Writing

PROJECTS

Project Seed | Social media platform for Developers
- Founder/Full Stack Engineer - Led a group of developers in building a community for web developers
- JavaScript, React, Node, Express, MongoDB, GraphQL, React-Apollo

Evie | Yale Hack Mental Health Data Challenge Winner
- Full stack engineer - Developed a chrome extension for tracking sentiment value of daily consumed content.
- JavaScript, Node. JS

LitLab | Real time collaborative writing tool concept
- Lead Back End Engineer - Responsible for Authentication and Real Time functionality
- Handlebars, CSS, JavaScript, Jquery, Node, Express, Passport JS, Socket.io, MySQL

EXPERIENCE

Full Stack Developer, Connect Well, NY   2019 – Present
- Lead developer for an early stage startup.
- Responsible for building mobile Apps with React Native and oversee construction of database utilizing Node JS and MySQL.

Manager of Customer Support, 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.

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