

# Rahul Lad

[Rahulladrs17@gmail.com](mailto:Rahulladrs17@gmail.com) • (437) 988-7315 • <https://www.linkedin.com/in/rahullad73/> • Edmonton

## Front-end-Developer

As a Frontend Developer proficient in HTML, CSS, JavaScript, React, SQL, and Node, I aim to use my technical skills and creativity to craft compelling user experiences. With a focus on effective debugging, code optimization, and collaborative project work, I am dedicated to exceeding user expectations. Eager to contribute and grow professionally, I am seeking opportunities to enhance my career in frontend development.

## Work experience

### Technical Support Specialties

Roger Together Shaw (Gatestone co. company)  
Present

10/2023 –

- Provided outstanding customer service through inbound and outbound calls, as well as chat support.
- Fostered positive connections to enhance the overall customer experience.
- Established a proven track record in troubleshooting and resolving technical issues.
- Demonstrated effective communication and problem-solving skills in resolving complex technical problems.
- Utilized troubleshooting skills to achieve an impressive 83% First Call Resolution (FCR) score within the first month.

### Key Achievements

- TSR Quality is 95% & FCR is average 83% in 2 months.

### Front-end developer

Grove Tech.(Surat, India)

May 2020-Sept2021

- Employed HTML, CSS and JavaScript while leveraging React, Node.
- Built and tested application functionality to ensure a desirable user experience across all platforms.
- Optimized page elements to reduce loading time and debugged code to ensure cross-browser usability.
- Collaborated with other developers, designers, and project teams to ensure successful, on-schedule development and delivery of applications. Developed back-end components and integrated them with front-end applications.

## **Intern Front-end developer**

Keron Infotech(Surat, India)

**Nov 2018-Apr202**

- Employed HTML, CSS and JavaScript while leveraging React, Node.
- Built and tested application functionality to ensure a desirable user experience across all platforms.
- Optimized page elements to reduce loading time and debugged code to ensure cross-browser usability.
- Collaborated with other developers, designers, and project teams to ensure successful, on-schedule development and delivery of applications. Developed back-end components and integrated them with front-end applications.

## **Certification**

- React Basic by Meta (component, Props, Routes, JSK)
- React advanced by Meta (form, useHook, useState, useRef, useReducer, useContext)
- IT support by Google

## **Education**

### **Diploma in Computer Programming**

Seneca College, Canada -Toronto, ON 2021· 2023

### **Bachelor of Computer Application**

VNSGU University, India - Surat, Gujarat 2016· 2019

## **Skills**

• JS React • HTML • CSS • SQL • Basic Node.js