

Name – Rajni

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Phone - (365) 341 - 1348

Ontario, Canada

Professional Summary

Motivated and detail-oriented professional with a background in customer service, graphic design, and web development. Adept at working in fast-paced environments with a strong focus on delivering quality work and exceptional user experiences. Committed to continuous learning and professional excellence.

Work Experience

Customer Service Representative

Western Union | 2020-2022

- Delivered high-quality customer support for financial transactions and issue resolution
- Managed cash handling and operated POS systems with precision
- Ensured compliance with regulatory and company policies
- Maintained an organized and professional workspace
- Collaborated with team members to enhance service delivery

Graphic Designer

Fotografik Company, Chandigarh, India | 2022-2023

- Edited and enhanced photographs using Adobe Photoshop
- Collaborated with photographers to meet creative and branding goals
- Maintained image quality standards and timely project delivery

Skills

Technical Skills:

- **Web Development:** HTML, CSS, JavaScript, .NET, React, MongoDB
- **CMS & E-Commerce:** WordPress + WooCommerce (theme customization, plugin integration, SEO setup)
- **Mobile Development:** Android Studio
- **UI/UX Design:** Adobe Photoshop, Figma, Adobe XD
- **Tools:** Git, GitHub
- **Office Tools:** MS Word, PowerPoint, Outlook

Professional Skills:

- Strong Communication & Interpersonal Skills
- Dependable, Punctual & Quick Learner
- Organized and Detail-Oriented
- Team Collaboration & Independent Work

Projects

Capstone Project: EduSphere – Learning Management System (MERN Stack)

Live: edusphere-murex.vercel.app

- Built with MongoDB, Express.js, React.js, and Node.js
- Features: User registration/login, role-based access, course browsing, quiz & certification, payment via Stripe
- Admin panel includes CRUD for users, categories, courses, and quizzes
- JWT authentication, bcrypt password security, and protected routes

Home Decor Store (WordPress + WooCommerce)

- Customized Neve-Child theme, added 21 products in 4 categories
- Integrated search, price filter, PDF invoicing
- Cash on Delivery option

Fashion Store (.NET MVC)

- Role-based access, shopping cart, product & user management
- Secure checkout with SQL integration

Coffee Shop Website

- HTML/CSS/JS responsive design with interactive menu and forms

E-Commerce Mobile App

- Developed in Android Studio with secure checkout and cart features

Canadian Wildlife Federation App (Figma)

- UI design for awareness and donations, with intuitive flow

Bakery Ordering App (Adobe XD)

- Clean and aesthetic mobile design for a bakery ordering system

Education

Post Graduate Certificate – Web Development
Conestoga College, Ontario, Canada | 2024-2025

Master of Computer Applications (MCA)

Bachelor of Computer Applications (BCA)

Punjab, India | 2015 – 2020

Interests

- Web Development & WordPress Customization
- UI Design & Creative Projects
- Cooking & Culinary Exploration
- Music & Photography