

# Remi Borris Web Developer

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## 👤 Profile

Enthusiastic and detail-oriented web developer with a strong foundation in front-end and back-end technologies, gained through a comprehensive web development course and hands-on project experience. Skilled in HTML, CSS, JavaScript, and modern frameworks like React, with a passion for creating responsive, user-friendly web applications. Leveraging 10 years of operations management experience in call centers, I bring excellent problem-solving skills, attention to detail, and the ability to work collaboratively in fast-paced environments. Eager to apply technical expertise and a strong work ethic to contribute to a dynamic development team.

## 🧠 Skills

**Programming Languages:** Javascript, Ruby, HTML, CSS |

**Frameworks, Libraries and**

**Environments:** NodeJS, ReactJS, Ajax, Express, EJS, jQuery, Bootstrap, ActiveRecord, Rails, SASS |

**Testing:** Storybook, Cypress, RSpec, Jest, Mocha, Chai |

**Systems, CMS and Databases:** SQL, Git | **Transferable Skills:** Computer Skills • Time Management • Project Planning • Attention to detail • Communication • Teamwork • Creative thinking • Decision Making • Project Management • Analysis

## 🌐 Languages

**English** — Native/Bilingual

**French** — Native/Bilingual

## 📁 Projects

### Flex Forge

11/2024 – present

Flex Forge is a mobile app designed to track your fitness journey and compare your progress over time.

Front End: React.js, Axios, Javascript

Back End: Ruby on Rails, SQL

### PhotoLabs

08/2024 – 09/2024

PhotoLabs is a React-based single-page application (SPA) that allows users to view photos and interact with them.

Front End: Axios, React, SASS, Webpack

Back End: Express, Node, PostgreSQL, Socket.io

### SmartTODO

08/2024 – 08/2024

SmartTODO is a Javascript single-page application (SPA) that utilizes various API's to auto-categorizes to-do lists.

Front End: Javascript, SASS, Axios

Back End: Express, PostgreSQL, Node

### Tweeter

07/2024 – 07/2024

A Single Page App (SPA) which allows users to post short messages, and interact through likes shares with a responsive UI for seamless interaction on both desktop and mobile devices.

Front End: HTML, CSS, JS, jQuery, Ajax

Back End: Node, Express

## 🎓 Education

**Web Development Diploma, Lighthouse Labs**

05/2024 – 12/2024

**Google Cybersecurity Certificate, Coursera** 

09/2022 – 12/2023

## Professional Experience

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### **Manager, HCLTech**

11/2022 – present  
Moncton, Canada

- Managed and improved center performance through monitoring, problem resolution, system audits, and quality assurance.
- Supported recruitment efforts by interviewing candidates and defining clear job expectations.
- Established and maintained high standards for productivity, quality, and customer service while defining user guidelines.
- Collected, analyzed, and reported on call center trends to drive data-informed decisions.
- Oversaw system maintenance, upgrades, and troubleshooting to ensure operational efficiency.
- Participated in professional development through workshops, trend analysis, and team collaboration.
- Achieved financial goals by forecasting performance needs and managing annual budgets.

### **Process Manager, Tech Mahindra Business Services**

07/2019 – 11/2022  
Riverview, Canada

- Conducted staff performance evaluations and operational strategy assessments, including needs analysis and cost/benefit studies.
- Set and enforced high standards for productivity, quality, and customer service, establishing clear user guidelines.
- Enhanced center performance through monitoring, issue resolution, system audits, and quality assurance initiatives.
- Assisted HR in recruitment by interviewing candidates and defining job expectations.
- Compiled and analyzed call center data to generate performance reports and identify trends.
- Managed system maintenance, upgrades, troubleshooting, and repair coordination.
- Pursued professional development via workshops, trend tracking, and team collaboration.
- Achieved financial objectives through performance forecasting and annual budget preparation.

### **Operations Manager, Concentrix**

10/2017 – 07/2019  
Riverview, Canada

- Applied effective call center principles to meet and exceed client performance and Quality Assurance metrics.
- Managed staffing levels to optimize productivity and cost efficiency.
- Identified opportunities to improve operational efficiency and compliance with client sales and promotional guidelines.
- Communicated program issues to clients with proposed solutions and ensured project deliverables aligned with program scope.
- Analyzed operational insights and shared findings with client services and training teams.