



Sahil Noorzai

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Portfolio: <https://2024-portfolio-chi.vercel.app/>

Profile

Highly motivated and detail-oriented Full-Stack Developer with a passion for creating seamless and visually appealing user experiences. Proven track record of delivering high-quality web applications through a combination of technical expertise and a strong work ethic. Committed to staying current with industry trends and continuously expanding skills to meet the evolving demands of web development.

Experience

DATA ENTRY CLERK(GERMAN-TRANSCRIBER) LXT AI MONTREAL, QC – 2022-2023

- Listening and transcribing audio files of various lengths with a high degree of accuracy and within a reasonable timeframe according to specific guidelines and project requirements
- Ability to meet deadlines and daily KPIs
- Fluency (both spoken and written) in German and English
- Organized with attention to detail, ability to closely follow instructions, quality standards, and productivity

LOGISTICS SPECIALIST/DRIVER AMERISOURCEBERGEN, MONTREAL , QC 2021-2022

- Safely and efficiently operated vehicles to transport pharmaceutical and healthcare products
- Managed and organized delivery documentation and records
- Ensured compliance with all relevant transportation regulations and company
- Verified the proper handling and documentation of pharmaceutical products
- Conducted thorough inspections of delivery documents for accuracy and completeness

CUSTOMER SERVICE REPRESENTATIVE, BOOKING.COM, MONTREAL, QC- 2020-2021

- Handled customer inquiries and issues primarily in the German language
- Provided excellent customer service by addressing questions, concerns, and request
- Assisted customers in booking accommodations, flights, and other travel-related services
- Communicated with customers through various channels, including phone, email, and chat
- Demonstrated strong problem-solving skills to resolve issues in a dynamic setting

CUSTOMER SERVICE REPRESENTATIVE, LUFTHANSA, PETERBOROUGH, ON 2018-2020

- Handled a variety of tasks related to ticketing, rebooking, and customer complaints
- Assisted customers with booking inquiries, ticket changes, and flight rebooking
- Addressed customer concerns and resolved complaints, ensuring customer satisfaction
- Managed complex customer scenarios with patience and effective problem-solving
- Provided support for online platforms and website navigation
- Utilized in-depth knowledge of airline policies and procedures to assist customers
- Adapted to high-pressure situations, ensuring efficient and timely solutions

CONTRACTOR DELIVERY DRIVER, ALL CANADIAN COURIER, MISSISSAUGA, ON 2017-2018

- Served as a Freelance Delivery Driver for All Canadian Courier
- Provided efficient and timely delivery of goods and packages
- Worked on a flexible schedule, managing own routes and deliveries
- Collaborated with carouse clients to meet their specific delivery needs
- Utilized own vehicle to transport items safely and securely

- Managed delivery logistics, including route planning and package handling
- Demonstrated reliability and professionalism as a self-employed contractor

Education

- Sheridan College Architectural technology
- George Brown civil engineering technology
- Meadowvale High School grad 9 - 10
- Adolf-Reichwein Schule (Germany) grade 5 - 10

Skills

- Proficient in Javascript, HTML, CSS/Tailwind
- React.Js, Next.Js
- TypeScript, Node.Js
- Strong grasp of front-end development, creating engaging user interfaces
- Fluent in both English and German, enabling effective communication
- Skilled in Microsoft Offices suite, including Word, Excel, and PowerPoint
- Experience in delivering excellent customer service support
- Effective problem solver, adept at addressing complex issues
- Strong organization skills, managing tasks and priorities efficiently
- Continues learner, staying updated with industry trends and technologies
- Effective time management, meeting deadlines and targets consistently
- Ability to work under pressure, and maintain performance in demanding situations
- Strong work ethic, committed to achieving results and continuous improvement

Summary

I am a dedicated individual known for my unwavering work ethic and genuine passion for learning. My ability to adapt swiftly to new challenges is a defining strength, as I approach each opportunity as a chance to broaden my skill set. I am committed to pushing my limits and am always eager to embrace further learning and experience to enhance my capabilities. I have a portfolio of my work that can be found at **<https://2024-portfolio-chi.vercel.app/>**. It showcases my projects and provides further insight into my skills and experience.