

Zinal Patel

Customer service Representative - Technical

Hamilton, ON

289-941-1944 | zinalpatel2210@gmail.com

PROFILE

Knowledgeable and dedicated **web developing and designing** professional with extensive **educational** experience. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain **proficiency at work** and contribute to company success. Specialize in quality, speed, and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships, and growing businesses.

PROFESSIONAL SKILLS

- Advance knowledge in developing responsive websites using modern JavaScript frameworks, HTML5, CSS3 and PHP and other designing tools like Google Fonts, Font Awesome Icons and Iconscout.
- Skillful in troubleshoot and debugged code ensuring compatibility with devices, browsers, and operating systems.
- Familiar with working on eCommerce maintenance and management for client websites.
- Adhered to best practices for software development methodology and web security.
- Strong understanding in emerging technologies to offer technical direction and creative solutions.
- Fundamental grip over WordPress.
- Utilized scripting languages, content creation tools, management tools, and digital media to design web sites.
- Studied user requirements and implemented requirements into solutions.
- Presented projects to teacher as marketing department to promote web applications.
- Excellent user of Microsoft Word, PowerPoint and Excel

EDUCATION

Georgian College of Applied Arts and Technology

Advance Diploma - Computer Programmer

Barrie, ON

Graduated: April 2021

- Develop websites using various programming languages
- Work with different Operating Systems
- Performed several functions on databases
- Applied project management and analytical skills on IT projects

PERSONAL SKILLS

- Strong work ethic
- Adaptability
- Proficient Communication Skills

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- Capable in analyzing, prioritizing and problem-solving several tasks concurrently with least supervision.
 - Versatile Thinking
 - Self-confident
 - Multilingual (English, Hindi, Gujarati)
 - Detailed-oriented
 - Problem-solving

WORK EXPERIENCE

CANADA POST

Customer Service Representative

Barrie, ON - October 2018 - Current

- Improvised leadership skills by managing a team.
- Developed effective negotiation skills by resolving customer complaints
- Gained experience in training employees and keeping up with the company standards
- Weighed letters and packages and calculated costs based on classification, weight, and destination.
- Sold stamps to customers along route and counted back bills and change to avoid errors.

PROJECTS

Personal Portfolio

December 2021

- Created Personal Portfolio website, compatible on different devices and containing functional navigation bar, two modes (dark mode and light mode), using HTML5, CSS3 and JavaScript frameworks.

REFERENCES AVAILABLE UPON REQUEST