**Jest**

**Insomnia**

**CSS**

**Express.js**

**Node.js**

**GitHub**

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| ANDALEEB FAROOQ | | | | | | | | | | | |
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|  |  | E |  | [andaleeb.farooq@gmail.com](mailto:andaleeb.farooq@gmail.com) |  | W |  | <https://github.com/cerafinn> |
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| Objective | | | | | | | | | |  |  |
| Technical Skills |
| * Currently pursuing certification as a full-stack developer, building a portfolio through a fast-paced and immersive curriculum. Seeking entry-level position to grow my skills further. | | | | | | | | | |  | **HTML**  **JavaScript**  **Microsoft Office**  **VSCode** EDUCation **Full-Stack Developer Certificate,**  School of Continuing Studies  *University of Toronto*  (October 2020- May 2021-expected)  **Non-Degree Courses**  *Queen’s University*  (2014, 2017)  **Bachelor of Arts,** Religious Studies  *Queen’s University*  (2012)  **Bachelor of Science,** Life Sciences  *Queen’s University*  (2009) Other Skills Fluent in French (Intermediate) |
| ReLEVANT EXPerience | | | | | | | | | |
| * Collaborated in a group of 5 to develop and deploy a web-based interactive dashboard geared towards showing positive progress in the fight against COVID-19. (<https://runtime-terrors-organization.github.io/covid-dashboard-application/>) * Designed and developed a variety of applications including: day scheduler, README generator, weather dashboard, and task manager | | | | | | | | | |
| Work HISTORY | | | | | | | | | |
| 2020-present  Customer Service Representative II, StarTek, Kingston, ON   * Provided guidance for agents, generating solutions, and delivering feedback on their performances * Trained over 100 agents in company policies and programs * Developed innovative solutions based on research and leverage the appropriate tools for escalated clients   2017-2020  Customer Service Representative I, StarTek, Kingston, ON   * Answered 40+ calls daily, provided solutions to various complaints, and personalized service to ensure customer loyalty * Managed client database, collaborating with 20 co-workers correcting errors in 1000+ accounts   2008-2018  Customer Associate, Metro, Kingston, ON | | | | | | | | | |
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