Jessica Cheng

Software Developer - Toronto, ON

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SUMMARY

Aspiring software developer with a background in customer service and current experience in the banking sector. Seeking to transition my skills into a new career path within the information technology industry. Committed to leveraging my interpersonal and problem-solving abilities in a dynamic and challenging IT role.

SKILLS

Languages: Python, C, HTML, CSS, Javascript, SQL, R
Tools: Git, VS Code, Postman,
Frameworks: React
Concept: OOP
API:Restful API

EXPERIENCE

Royal Bank of Canada | *Asian Credit Card Advisor*   Oct 2023 – Mar 2024
* Proactively engage with **30+ clients a day** through to deliver an outstanding customer service experience
* Help clients for credit card related needs, by responding empathetically and resolving their concerns at the first point of contact
* Educate and assist clients with using RBC digital capabilities to **shorten 2+ hours** waiting time

Nordstrom | *Retail Saleperson*   Oct 2022 – Apr 2023
* Achieved a **TOP 3** performer in the Handbags Department by delivering solid products knowledge and styling advice
* Made cross-selling and upselling **exceed daily sales targets by 20%** with excellent customer service to customers of various cultural backgrounds
* Contributed actively to the team sales targets while strengthening the long-term relationships with customers
* Used social media to reach out customers for targeted branding events with **500+ views with in a week**

PROJECTS

Profile   Feb 2024 – Mar 2024
* Developed a Product Inventory Management System using React, TypeScript, Vite, Formik, Yup, Zustand, and React Router
* Implemented features for managing a list of products, including add, view, edit, and delete operations, enhancing usability and efficiency
* Leveraged browser local storage to persist product data across sessions, ensuring seamless user experience and data integrity.

Markdown Previewer Website   Mar 2024 – Mar 2024
* Developed a website that utilizing React, Typescript (.tsx), and styled-components.
* Designed to convert user input from Markdown format to HTML in real-time

Profile   Feb 2024 – Mar 2024
* Designed and coded a personal profile website (using CSS and JavaScript) where to display my projects and contact info
* Designed and integrated a contact form using JavaScript, ensured seamless user interactions and data submission processes

EDUCATION

Futuretek Academy: Cantek   Feb 2024 - Mar 2024
Certification in Web Development

University of Toronto   Sep 2018 - June 2022
Bachelor of Science in Cognitive Science