Nafisa Rahman

nafisa.rahman68@gmail.com — www.linkedin.com/in/nafisarahman2001 —Contact: 0493395630

Education

Royal Melbourne Institute of Technology   *Feb '22 – 2024 (expected)*

Bachelor of Information Technology; Major: Security and cloud computing

Skills

- Proficient frontend: HTML, CSS, JavaScript, React, Typescript, NextJS, Redux, Firebase, Adobe XD, Figma
- Proficient backend: PHP, MySQL, Django, AWS
- Languages: Java, Python, C, C++,

Experience

Coffee Specialist   *Melbourne, Australia*
Nespresso   October '23 – Present
- Engaging with customers with high levels of interpersonal skills and providing a luxury boutique experience.
- Being intuitive and highly knowledgeable enough to provide a very personalized coffee buying experience
- Service Team Leader, responsible for training new employees and enhancing the skills of colleagues to deliver superior customer service and for better team collaboration.

Microsoft product advisor   *Melbourne, Australia*
CPM Australia   November '22 – August'23
- Actively guiding customers with any technology related queries when it comes to windows or Mac.
- Interacting with people about Microsoft products with high level of interpersonal skills.
- Providing technical support and troubleshooting to customers.

JB-HiFi   *Melbourne, Australia*
Retail sales assistant   March'22 – July'22
- Solved customer grievances by being empathetic, anticipating their needs and managing expectations.
- Communicated through honesty and integrity which lead to building rapport and higher customer retention.
- Meeting highly competitive KPI's

RMIT Women in STEM Club   *Melbourne, Australia*
Secretary   July' 22 – March'23
- Planning and spearheading client-outreach programs and events to promote women's participation in STEM

Projects

E-portfolio
- Combines advanced CSS, UX/UI principles, and React for a visually stunning, intuitive interface.
- Features toggleable Light/Dark mode, animation and responsive design for optimal functionality on different platforms.
- Enabled direct messaging and email functionalities, allowing for easy and immediate contact.

E-library
- Advanced CSS and UX/UI design principles combined to create an intuitive, visually appealing layout.
- JavaScript and React integration for seamless book checkout, cart management, and more.
- Cross-Platform Compatibility: Responsively designed for consistent functionality on mobile, tablet, and PC.

Twitter clone
- Utilized HTML, CSS, React, JavaScript, Tailwind CSS for styling, Firebase for backend, and Redux for state management.
- Includes key Twitter features like tweeting, commenting, and a dynamic feed, demonstrating deep understanding of social media dynamics.
- React and Tailwind CSS create a user-friendly interface, ensuring a smooth, interactive experience.
- Firebase integration enables live updates, offering an authentic social networking experience.