Farhana Fatima

farhana.fatima.lima@gmail.com
646-867-5955 ★ Queens, NY
LinkedIn: FarhanaFatima ★ Github: fafatim ★ farhanafatima.com

Looking to obtain a position in a fast-paced organization where excellent troubleshooting, problems solving, working effectively in a team, multitasking skills will be fully utilized for the growth of the company.

Experience

Font End Developer | Feb 2020 – Current
Remote Work, Dhaka, Bangladesh
 ★ Maintaining and improving company's website ★ Creating quality mockup and prototypes ★ Developing features to enhance the user experience

Customer Service Agent | Feb 2020 - April 2020
Global Contact Services, Long Island City, NY 11101
 ★ Booked reservation for paratransit customers ★ Researched, identified, and resolved customer complaints using applicable software ★ Documented & verified the information ★ Managed high volume of inbound & outbound customer calls ★ Utilized active listening and communication skills to address customer inquiries and escalate issues to supervisor

Medical Receptionist & Office manager | Jan 2019 - Jan 2020
Sage Podiatry pc & Laser Services, NY 10024
 ★ Booked, collected, obtained the necessary information ★ verified the insurance information whether by calling the insurance or in online ★ proceeded payments for co-pay and uninsured visits ★ Scheduled appointment for new and recurring patient based on physician and PA/NP availability ★ Maintained hard copy patient records as well as files stored in our EHR ★ Dealt with patients insurance ★ managed office work

Online Support (Seasonal) | Nov 2019 - Jan 2020
Bloomingdale's Inc, NY 10022
 ★ Responded promptly to customer inquiries ★ Had knowledge about the products in the store to help the customer needs ★ Processed orders, returns, shipment and requests ★ Kept records of customer interactions, transactions, comments and complaints ★ Ensured customer satisfaction and provided professional customer support

Budding Picasso instructor | Jan 2019 - July 2019
Elliott's Gymnastic classes, NY 10024
 ★ Prepared the classroom by gathering and setting up equipment ★ Helped to develop students drawing, coloring, and painting techniques ★ Provided instruction on the use of media such as graphite and charcoal pencils, as well as oil, acrylic, and watercolor paint ★ Ensured the classroom is clean after each lesson

Skills

Programming skills C, HTML, CSS, JS
Framework Bootstrap, jQurey
Tools Photoshop, Illustrator, Adobe XD, Asana, crome DevTools
Other Skills Graphics Design, UI Design
Languages English, Bengali – fluent; Hindi, Urdu – converse

Education

Bachelor of Computer Science & Engineering | 2015 - 2018
University of Liberal Arts Bangladesh, Dhaka, Bangladesh

Certification

Break Into Tech (Web Development, UI Design, WordPress) | 2020-running
skillcrush.com

More projects with details are listed on my portfolio website: farhanafatima.com