

Faraz Fayyaz

Software Engineer

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EDUCATION

B. S. of Computer Science

Indiana University - Purdue University
Indianapolis

PROFESSIONAL EXPERIENCE

Sales Specialist

Spectrum (Charter Communication)

06/2022 – present

- Utilized technical knowledge to troubleshoot and resolve customer issues related to software installations and configurations, improving customer satisfaction by 15%.
- Actively participated in software migrations, providing valuable feedback to the development team to enhance user experience and optimize software functionality.
- Demonstrated strong problem-solving skills by identifying and addressing customer pain points, resulting in a 10% increase in customer retention.
- Utilized CRM software to manage customer relationships, track sales activities, and generate reports for sales analysis and forecasting.

Customer Service Specialist

Best Buy

04/2021 – 06/2022

- Acquired in-depth knowledge of emerging technologies, including software applications, to educate customers and drive sales.
- Collaborated with cross-functional teams to identify and implement process improvements, resulting in a 20% reduction in customer complaints.
- Conducted product demonstrations and delivered persuasive presentations to customers, resulting in a 15% increase in software sales.
- Led training sessions for new employees, sharing software expertise and enhancing the team's technical knowledge.

SKILLS

Languages

JavaScript (Node.js), Python, HTML, CSS

Frontend Frameworks

React.js, React Native

Web Development Tools

ES6, Responsive Web Design, Web Accessibility, RESTful APIs, UX/UI Principles

PROJECTS

Battleship Game

- Designed and developed a web application that allows users to play the classic game of Battleship directly in the browser.
- Implemented the game logic using JavaScript, utilizing arrays, object-oriented programming, and event handling to create an interactive gaming experience.
- Utilized HTML and CSS to design the user interface, providing an intuitive and visually appealing game environment.

Weather App

- Created a responsive web application where users can search for weather information by city, providing real-time weather data.
- Integrated a weather API with JavaScript to fetch and display accurate weather information based on user input.
- Designed the user interface using HTML, CSS, and responsive design principles, ensuring a seamless experience across different devices.

Bookstore Kiosk (In-Progress)

- Collaborating on the development of a touch-screen kiosk software using React Native to create an intuitive and efficient bookstore browsing experience.
- Utilizing an API to simulate a store inventory database, allowing users to search for books and efficiently manage online pick-up orders.
- Working closely with a UX/UI designer to research, prototype, and implement user-centered design principles, enhancing the overall user experience.
- Developing the application using React Native, JavaScript, and leveraging modern development practices and libraries to create a scalable and robust software solution.