

HELENA ASFAW

FRONT-END WEBDESIGNER



646-919-4409



helenaaasfaw@gmail.com



My Portfolio



Montreal, QC H3X2V6

Education

BA - Film Studies

York University
2004-2010
Toronto, Ontario

ACS - Website Design

Vanier College
2024-2025
Montreal, Quebec

Tech Skills

HTML • CSS • JavaScript
WordPress • React • Django

Skills

Customer Service
Organized
Teamwork
Communication
Adaptability

Language

English
French
Spanish

About me

I am a bilingual front-end web developer with training in web design and a passion for creating engaging, user-friendly digital experiences. I am skilled in building responsive websites that combine aesthetic appeal with functionality. I am actively seeking an internship or junior position in web development, where I can apply my technical skills to real-world projects, collaborate with innovative teams, and continue growing as a developer.

Experience

Bilingual Customer Service

Oct 2022 - Jul 2023

CAA Quebec, Montreal, QC

- Handle high-volume inbound and outbound calls in French and English for roadside assistance and member services.
- Efficiently navigate systems to access information for optimal service.
- Assist customers with technical issues on their online accounts.

Bilingual Customer Service

Oct 2020 - Dec 2021

Urgently Roadside Assistance, Montreal, QC

- Provided roadside assistance in a high-volume call center.
- Handled challenging customer service situations with a positive, empathetic, and consultative approach.
- Used critical thinking and judgment to support customers' decision-making.

Bilingual Customer Service

Sep 2015 - Apr 2016

Aon Hewitt, Toronto, ON

- Assisted active and retired employees with adjusting and understanding their healthcare benefits.
- Reviewed submitted documents and provide accurate information to callers.
- Provided detailed instructions to callers using the extensive information available in the database.

"True growth comes not only from learning new skills, but from understanding oneself and applying that wisdom to every challenge."