Mel Habip

(613) 872-0022 • mel.habip@gmail.com • Ottawa, ON

Summary

Dynamic and results-driven professional with a solid background as a Customer Success Engineering Lead, adept at leveraging cutting-edge tools and features to deliver innovative solutions to clients.

Eager to embark on an exciting new journey as an aspiring technologist, fueled by an insatiable curiosity and a "mad scientist" mentality. Passionate about crafting impactful full-stack applications, adeptly employing languages like JavaScript, TypeScript, SQL, and CSS, and, frameworks like Express, Node, and React to tackle complex challenges. Adept at blending technical expertise with a keen eye for design and user experience to create seamless, user-centric solutions that emphasize versatility. Always pushing the boundaries, experimenting, and devising creative approaches to address real-world problems. Ready to bring an inventive and problem-solving mindset to contribute to visionary software projects.

Skills

- Strategic Planning
- Project Management
- Agile Methodology
- Team Management & Coordination
- Customer Service

- Debugging & Incident Resolution
- Scripting Models & Interpreters
- Technical Solutions Development
- SQL Database Development

Experience

04/2021 - 08/2023
Engineering Lead, Customer Success, **Mako Fintech**, Remote

- Spearheaded a high-performing team of up to 5 individuals, including 2 direct reports and various cross-functional members, to investigate software bugs and deliver timely fixes, ensuring seamless functionality for financial institutions of various sizes.
- Acted as the second level of escalation for Clients to resolve mismatches in solution requirements.
- Reviewed colleagues' Pull Requests, ensuring adherence to high standards of code and system design quality, resulting in enhanced UI/UX, software reliability, and performance.
- Designed and implemented departmental processes, proactively preventing customer complaints and technical issues, and streamlining operations for improved efficiency.
- Identified and implemented comprehensive, scalable, and robust solutions to complex system architecture problems, enhancing the stability and long-term sustainability of the software.
- Communicated complex technical issues and plans effectively to internal and external stakeholders, fostering collaboration and maintaining clear lines of communication.
- Autonomously developed custom internal tools and NodeJS scripts, boosting departmental efficiency by over 100% and optimizing day-to-day operations.

- Trained new team members and coached peers in the use of JSON, JavaScript, HTML, CSS, RESTful APIs, and Git tools to promote best practices, contributing to a skilled and knowledgeable workforce.

08/2018 - 04/2021
Resident Assistant, **Concordia University**, Montreal, QC

- Completed routine rounds of the grounds, enforcing a Code of Conduct amongst 600+ students.
- Coordinated 7 small and large-scale educational events every semester.
- Resided in a 24-hour live-in occupation with on-duty/on-call rotation, gaining crisis prevention, team and community building, emergency management and communication skills.

Education And Training

12/2020
Bachelor Of Science, Chemistry, Major
Concordia University, Montreal, QC

Websites, Portfolios, Profiles

- https://www.praeficio.com/mel-habip
- https://www.linkedin.com/in/mel-habip

Languages

- JavaScript ★ ★ ★ ★ ☆
- TypeScript ★ ★ ★ ★ ☆
- Python ★ ★ ☆ ☆ ☆
- SQL ★ ★ ☆ ☆ ☆
- CSS ★ ★ ☆ ☆ ☆
- HTML ★ ★ ☆ ☆ ☆

References

Available upon request*