ALEXANDRA DE FOURESTIER

FULL-STACK WEB DEVELOPER

DETAILS

📍 MONTREAL QC

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SKILLS & TOOLS

- HTML
- CSS
- Javascript
- React
- Typescript
- SASS
- Express
- Node.js
- MongoDB
- Git
- Figma

Currently learning:

- Generative AI
- Python

Creative and curious full-stack developer passionate about crafting high-quality, responsive and accessible websites.

Former customer service specialist with demonstrated leadership and adaptability in self-starting and collaborative environments.

Eager to leverage technical and problem-solving skills by contributing to a dynamic team in a challenging and growth-oriented settting.

WORK EXPERIENCE

Frontend Developer | Blache Yong & Co. , Internship

- Converted Figma wireframes into responsive and dynamic web pages using React, TypeScript, SASS, and Ionic, ensuring design fidelity and delivering a seamless user experience
- Developed and optimized front-end components with React, improving performance while adhering to modular and reusable coding principles
- Restructured and translated back-end data for optimized front-end rendering, integrated APIs, and resolved debugging issues to enhance performance and ensure a flawless user experience.

Easyline Specialist | TD Canada Trust 2021-2023

- Handle on average over 50 inbound inquiries per day in both English and French, while adhering to internal policies, SOPs and KPIs
- Process 100+ transactions of up to $100,000 USD (payments, transfers, wires, forex, new accounts, loan applications, disputes and claims), utilizing CRM software to ensure regulatory compliance and maintain data integrity
- Exceed customer expectations (95% first-call resolution and 98% satisfaction) through effective and personalized service, leveraging product expertise to identify strategic opportunities for increasing client savings and maximizing returns.

Member Happiness Specialist | Goodfood 2020-2021

- Provide timely, professional, and courteous communication across 3 channels (inbound phone, emails and live chats) in 2 languages (English and French)

- Maintain thorough product and service knowledge and coordinate with other departments to assist between 30-50 customers daily with account management, questions, concerns, and general education

- Frequent recognition for exemplary post-service survey satisfaction (98%) and positive customer feedback, particularly in difficult cases (retention)

PROJECTS

E-WEAR EMPORIUM | e-commerce

https://ewear-emporium.vercel.app/

- Collaborated in a 4-person team to design and build a full-stack e-commerce platform with MERN stack

- Developed search filters and sort features for improved functionality and user experience

- Created UI components from Figma wireframe and implemented corresponding back-end features

Technologies used include
React, HTML, CSS, Node.js, Express.js, Trello, Figma

ADHD BUJO | virtual bullet journal for ADHDers

https://github.com/mlle-aadf/adhd_bujo

- Developed a full-stack (MERN) task & event management CRUD app

- Designed with minimalist style and intuitive UI to reduce distractions, enhancing user-experience

Technologies used include
React, HTML, CSS, MongoDB, Node.js, Express.js, Figma

EDUCATION

Full-Stack Web Development Diploma - Concordia University, 2024

Digital Marketing Diploma - Shaw Academy, 2017

LANGUAGES

Native English & French
Conversational Mandarin, German, Spanish