

# ALEXANDRA DE FOURESTIER

## FULL-STACK WEB DEVELOPER

### DETAILS

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📍 MONTREAL QC

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### SKILLS & TOOLS

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- HTML
- CSS
- Javascript
- React
- Express
- Node.js
- MongoDB
- Git
- Figma
- Trello
- Zendesk

#### Currently learning:

- Fundamentals of UI/UX
- React Native

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 setting.

### PROJECTS

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#### E-WEAR EMPORIUM | e-commerce

<https://ewearemporium.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](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

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Full-Stack Web Development Diploma - Concordia University, 2024

Digital Marketing Diploma - Shaw Academy, 2017

## WORK EXPERIENCE

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### 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 \$80,000 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)

### Chef de Partie (Garde-Manger) | Le Pourvoyeur 2018-2020

- Assisted chef in managing daily kitchen operations (6-8 staff members) by overseeing food inventory and preparation, while ensuring full adhesion to MAPAQ standards
- Expediter and line cook for evening and weekend brunch services (service average 100 tables per day)
- Developed and implemented SOPs with immediate results - reducing food waste by at least 25% and increasing productivity by over 20%

## LANGUAGES

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Native English & French

Conversational Mandarin, German, Spanish