Serkan Pourrezaei

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PROFESSIONAL SKILLS AND ABILITIES

Frontend skills — JavaScript, HTML5, CSS, React.Js, BootStrap, TypeScript, Vite.

- Expertise in **JavaScript**, and led a team of developers to create a functioning/responsive web App to help students with graphing assignments.
- Implemented a feedback-analyzer web app using **HTML5**, **CSS3**, and **JS** to track and analyze customer complaints, which resulted in 50% faster-automated complaint resolution.
- Architected a web application using **React.js**, leveraging its component-based architecture, state management capabilities, and efficient virtual DOM reconciliation, resulting in a highly scalable and performant user interface.
- Assisted classmates with the "Web Development I" and "Introduction to Programming I" courses through challenging concepts which helped them to develop a strong understanding of web development skills.

Backend skills — Python, **Java.**

- Completed a comprehensive **Java** course; which strengthen my knowledge of object-oriented programming principles and enhanced my proficiency in Java programming.
- Developed algorithms using **Python** that accepted an Excel file of items and prices and listed the most expansive to the least expansive items.

Database Management — SQL, MS SQL Server, MySQL.

- Led a group project focused on creating a database using SQL language for a quiz generator web Application, implementing it across both MySQL and MS SQL Server platforms, which resulted in an efficient and high-performing database.

Related programming skills — Git/Github.

- Effectively utilized Git and GitHub throughout a collaborative web app development project, ensuring synced and enjoyable teamwork.

Debugging and Testing:

- Applied effective debugging techniques and conducted thorough testing to identify and resolve software issues, ensuring the delivery of bug-free programs.

Teamwork:

- Fostered a highly collaborative and cohesive team environment, where effective communication and mutual support resulted in achieving first place in tournaments.
- Collaborated and directed professional musicians to deliver a show for Parents Day at school which resulted in requests to repeat the show in the main theatre for a larger audience.
- Earned strong relationships with team members resulting in consulting them with work/project stresses.
- Motivated and promoted teamwork and encouraged team members to actively participate in meetings.
- Actively listened to team members` ideas and opinions and valued feedback which resulted in a more effective work environment.
- Experienced the power of teamwork and collaboration in achieving common goals while practicing martial arts which resulted in higher-quality training.
- Leveraged critical thinking skills and actively suggested different approaches to problems to enhance my teamwork and effect on projects.

Management Skills:

- Analyzed individual team skillsets with respect to game knowledge requirements and assigned tasks to best utilize all talents.
- Developed personalized coaching programs based on players' weaknesses and strengths, resulting in significant improvements and winning championships
- Effectively applied management skills to optimize team productivity resulting in the timely delivery of high-quality outcomes.
- Demonstrated strong leadership qualities such as effective decision-making resulting in a more focused work environment.
- Applied problem-solving skills to effectively identify the areas of problem and weaknesses of the team which resulted in an enjoyable teamwork experience.
- Prioritized tasks to ensure critical objectives are addressed first and enough recourses are provided to maximize productivity and met tight deadlines.

WORK HISTORY

Tech repair, Chaloos, Iran   **February 2020 - June 2020**
Technician

- Examined customer's broken devices such as printers, and identified the problem with efficiency and accuracy in a short amount of time.
- Delivered technical solutions by demonstrating exceptional attention to detail which resolved complex problems.

Tech repair, Chaloos, Iran   **September 2019 - June 2020**
customer service

- Provided personalized assistance and suggestions based on regular customers' purchase history which attracted more customers.
- Reassured and addressed customers with a professional approach regarding their concerns with respect to the company's policy.
- Built strong customer relationships which brought trust and loyalty, resulting in high customer satisfaction.

Zarnegar Jewelry store, Chaloos, Iran   **July 2018 - September 2020**
Salesman

- Exceeded sales targets and created strong customer relationships through personalized services which helped customers find the perfect jewelry.
- Built a solid network of referrals and created an exceptional buying experience for repeat customers which increased customer loyalty.
- created personalized customer experience by actively listening, asking relevant questions, and understanding individual budgets and preferences.
- Sharpened my sales techniques, and adapted to market trends to remain one of the best sellers in the city.
- Developed different sales approaches based on customer expectations which resulted in an increasing number of customers.

Zarnegar Jewelry, Chaloos, Iran   **July 2018 - September 2020**
Manager

- Stayed up to date with industry trends which helped to maintain fashioned products and increased sales by 10% over 1 year.
- Led a high-performing team, implemented effective sales strategies, and achieved significant revenue growth.
- Developed closing and opening checklists routines which resulted in faster and safer routines.
- Provided training and opportunities for employees which resulted in more professional sales experiences for customers.
- Implemented a re-stock agenda ensuring a diverse inventory of jewelry every 2 weeks to meet customer's demands and maintain customer satisfaction.

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VOLUNTEER WORK

The Heart Company, Burnaby, BC　　　　**December 2022 - January 2023**
Florist

- Demonstrated creativity which resulted in stunning flower bags and increased client satisfaction.

- Fulfilled customer requests for client decorations and made personalized suggestions, which ensured the product went beyond client expectations.

The Heart Company, Burnaby, BC　　　　**October 2022 - January 2023**
General Assistant

- Supported daily operations by efficiently managing inventory and providing florists with required material to fulfill customers' expectations.
- Carefully checked product quality weekly to ensure all products and flowers had high quality and freshness.
- Contributed to a positive work environment by collaborating with managers and florists which created a more enjoyable work environment.

Van Tech, Vancouver, BC　　　　**January 2022 - June 2022**
Entrepreneur

- Collaborated with the entrepreneur team to create a perfect workshop experience for students.
- Actively developed ideas and designs for school food store which increased student satisfaction.
- Created surveys and analyzed student answers to create the best customer experience.

EDUCATION

Langara College, Vancouver, BC　　　　**January 2023 - Present**
Associate degree of science: Computer science

Courses:

- *Web Development I*
- *Web Programming*
- *Computer Exploration*
- *Calculus I*
- *Database Systems*
- *Academic Writing*

- *Program Design*
- *Employment Strategies for the Current Labour Market*

Projects:

1. **Clone of Pack-Man game –** Created a functional website that included a tutorial level and a modified version of the Pack-man game. Implemented Object-oriented programming, the concept of grid, canvas, and functions and arrays to modify Pack-Man in which the user has a chance to eat magic beans and play mini-games; if the user wins one of the ghosts instantly dies, if the user losses they still have a chance to follow ghosts and eat them.

2. **Quiz Management System –** Implemented theoretical and practical knowledge of SQL language and created a database for a Quiz Management System where teachers have access to create sets of questions and students have a chance to answer questions. Each question included at least 2 multiple choices, and each student could only complete 1 set of questions.

3. **Game Shop Web Application –** Created a functional and responsive web app using react.js, vite, TypeScript, and Bootstrap. The web app has unique features such as a filter bar, and search-bar like button for each game.

4. **Diagram Helper –** Developed a Web Application using Html5, CSS3, and JavaScript for frontend; PHP for backend and SQL as database language. Students can create different diagrams such as ER modeling, EER modeling, Flow chart and etc. This web App is mostly useful for Database courses.

Affiliations and Credentials

- Martial arts
- Swim
- Volleyball
- Soccer
- Driver's License
- Fluent in verbal and written Farsi/Persian
- Professional video game player
- Guitarist