

Prerakkumar Patel (Full Stack Developer & CX Specialist at Neo Financial)

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[prerakpatel.onrender.com/](https://webdd6201-prerakpatel.onrender.com/)

Projects

- **Portfolio** : <https://portprerak.netlify.app/project>
- **Wiscord** :
- **MERN Portfolio** : <https://Webdd6201-Prerakpatel.Onrender.Com/> Website Build Using MongoDB Express React And Node.js
- **Payroll App** : Created Payroll Management Web App Using ASP.Net And C#
- **React App** : [Under Development\(Food Ordering App\)](#)
- **Expense Chart React** : <https://Expense-Tracker-React.Onrender.Com>
- **Tarneeb** : Game Made Using C# WPF [Tarneeb\(Trump Cards\)](#)
- **LAMP Website** : Created Fully Function Website Using LINUX Apache MySQL And PHP
- **DC User Management App**: Clone of Durham College User Management App In Java Server Pages

Skills

- **Front-End** : React , JavaScript , jQuery ,HTML ,CSS , TypeScript
- **Back-End**: Node.js , PHP , C# ,Java
- **Databases**: MongoDB , Firebase , MySQL ,SQL , PGSQL , NoSQL
- **Programming Concept** : OOP , Procedural Programming , TDD ,SDLC ,Scrum , Agile ,Waterfall ,Deployments Strategies , RESTful API, SPA , PWA , Monolith , Micro Services , Serverless
- **Frameworks** : GraphQL, React , .NET , ASP , Express , MVC, WPF , WinForms
- **Other** : Expert in Neo's Financial Product , Young Lerner , Passionate Problem Solver

Experience

Customer Experience Specialist

Neo Financial

July 2023 – Present

- Highly self-motivated and driven professional, consistently taking initiative and assuming responsibility for tasks and projects.
- Demonstrated ability to work independently, showcasing meticulous attention to detail to ensure precision and accuracy in all endeavors.
- Excellent communication skills, both verbal and written, adept at conveying information clearly and concisely to diverse audiences.
- Proficient in utilizing Jira Service Desk or similar ticketing systems, efficiently responding to and managing tickets to ensure prompt issue resolution.
- Demonstrated capability in handling critical financial data of customers with the utmost confidentiality and discretion.

- Proven ability to work under pressure, efficiently managing incoming calls and ensuring all workflows are handled promptly and effectively.
- Experienced in resolving complex financial queries of customers, demonstrating a deep understanding of financial processes and regulations.
- Proficient in collaborating with cross-functional teams, contributing valuable insights and expertise to collective goals and projects.

Team Supervisor from CSR

Circle K

Jan 2022 - Jun 2023 (1 year 6 months)

- Dynamic and results-oriented professional with a proven track record of managing and leading teams in a customer service-oriented environment.
- Successfully supervised and scheduled a team of more than 10 individuals, fostering a harmonious work environment without any overwork or conflicts.
- Proficient in efficiently managing daily reports and ensuring smooth operational flow.
- Adept at performing routine equipment checks, which contributed to Circle K becoming one of the best run sites in Ontario.
- Demonstrated strong hiring skills, resulting in the recruitment of a high-performing team that led to a 60% improvement in the overall customer experience.

Education

Durham College

- **Diploma with President's Honour Roll, Computer Programming 2022 - 2023**
TypeScript · Object-Oriented Programming (OOP) · Database Management System (DBMS) · REST APIs · Visio · Front-End Development · Git · React.js · Model-View-Controller (MVC) · C++ · Node.js · JavaScript · .NET Framework · ASP.NET
- **Activities and societies**
 - Member of the Institute of Student Leadership (ISL)
 - Member of DC IT society

Certifications Honors & Awards

- The Complete 2023 Web Development Bootcamp – Udemy [Certificate](#)
- React -- Udemy

President's Honor Roll - Durham College

Jun 2023

- This honour roll is awarded to the **excellent performer** of the course in all semesters.