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GitHub Profile: <https://github.com/rubanero14>  
Digital CV/Portfolio: <https://rubanero14.github.io/week7/portfolio1.html>  
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## **PROFILE**

Aspiring web developer with knowledge in CSS3, HTML5, Javascript, Vue.js, Git & Java languages.  
Former Banker with Dynamic customer service and marketing experience. Highly professional, committed, responsible and able to perform the duties with minimal supervision.

## **AVAILABILITY**

Immediate

## **EDUCATION**

### **Postgraduate Education**

Masters of Business Administration (July 2020 - July 2021)

(Currently pursuing in Lincoln University College KL) – **CGPA: 3.75**

*Research Thesis:* A Study of Perceptions of E-Banking Security and Customer Satisfaction Issue  
([https://rubanero14.github.io/week7/Ruban\\_Research%20Project.pdf](https://rubanero14.github.io/week7/Ruban_Research%20Project.pdf))

### **Industry 4.0 Academy by BAC under EIS Penjana (June 2021 – July 2021)**

Certified Web Developer

- HTML
- CSS
- Bootstrap
- Javascript
- VueJs
- Github

### **FreeCodeCamp (2020 - 2021)**

- Completed Responsive Web Design Certification (300hrs)
- Completed Javascript Algorithms and Data Structures Certification (300hrs)

### **Others**

YMCA Mandarin Language Class Level 1 – 3  
2008

## **WEB DEVELOPMENT PROJECTS**

**RockPaperScissor Game** - <https://rubanero14.github.io/week5/index.html>

**Keyboard Sell and Repair website** - <https://rubanero14.github.io/week2/keyboard.html>

**Coding Poster** - <https://rubanero14.github.io/week2/keep-calm.html>

**Gadget Store Website** - <https://rubanero14.github.io/week6/project>

**Guess the Number Game** - <https://rubanero14.github.io/week8/GuesstheNumber>

**WorkOut of the Day website** - <https://rubanero14.github.io/week6/wod>

**News page** - <https://rubanero14.github.io/week5/elephant.html>

**Wikipedia-esque text formatting** - <https://rubanero14.github.io/week1/TextFormatting.html>

**Technical Documentation Page** -

<https://rubanero14.github.io/week6/Technical%20Documentation%20page.html>

**DOM Manipulation** - [https://rubanero14.github.io/week6/DOM\\_Manipulation.html](https://rubanero14.github.io/week6/DOM_Manipulation.html)

## **TECHNICAL PROJECTS**

**Fizz Buzz** - <https://codepen.io/el-discreto/pen/abWaXzm>

**Stairs** - <https://codepen.io/el-discreto/pen/vYmzbEp>

**Fences** - <https://rubanero14.github.io/week7/portfolio1.html>

**List Prime Numbers 1-100** - <https://codepen.io/el-discreto/pen/gOWdqaj>

**List Fibonacci Number 1-20** - <https://codepen.io/el-discreto/pen/JjNaxGW>

**Vowel Counter** - <https://codepen.io/el-discreto/pen/yLbxZOL>

**Find the largest word in the Array** - <https://codepen.io/el-discreto/pen/PomdVNY>

**Linear Number Search** - <https://codepen.io/el-discreto/pen/zYwJeBK>

**Return Largest Numbers in Array** - <https://codepen.io/el-discreto/pen/jOmvdMg>

**Largest Adjacent Product** - <https://codepen.io/el-discreto/pen/BaROMQM>

**Transform Hour to Military Format** - <https://codepen.io/el-discreto/pen/jOmvdBN>

**Binary Agents** - <https://codepen.io/el-discreto/pen/LYyJqee>

**Caesars Cipher** - <https://codepen.io/el-discreto/pen/zYwJeRw>

**Pig Latin** - <https://codepen.io/el-discreto/pen/jOmvdvb>

## **SKILLS**

**Web Development** – Obtained certifications and literate in Vue.js, Git, UI technologies including HTML5, CSS3, and Javascript. Currently in pursuing certifications on Python and Java.

## **LANGUAGE PROFICIENCY**

- English : Fluent (Written & Spoken)
- Malay : Fluent (Written & Spoken)
- Tamil : Fluent (Written & Spoken)
- Mandarin : Basic (Comprehend)

## **EMPLOYMENT RECORDS**

### **Previous Experience**

Company Name: RHB Bank

Position Title: Assistant Manager, Customer Service

Salary: RM3720

Date joined: 19<sup>th</sup> November 2018 till March 2021

### **Previous Experience**

Company Name: Al Rajhi Bank

Position Title: Telesales Executive

Salary: RM3200

Incentive: RM960 (2018 Monthly Average)

Date joined: May 2017 till 31<sup>th</sup> October 2018

### **Job Summary**

- Answering phones from customers professionally and responding to customer inquiries and complaints
- Handling and resolving customer complaints regarding product sales to customer service problems
- Identifying, escalating priority issues and reporting to the high-level management
- Following up customer's complaints or sales needs where required
- Routing inbound calls to the appropriate resources
- Assisted potential and existing customers inquiring about financing products and services
- Consulted with customers on the newest upgrades and packages available
- Completing call notes and call reports as necessary and updating them in the CRM
- Recording details of comments, inquiries, complaints, and actions taken.
- Identifying potential sales opportunities when on call with customers
- Consistently stayed within the top 10 employee for highest grossing sales on a monthly basis.
- Worked closely with management to keep employee morale and increase sales.

## REFERENCES

- |                         |                         |                             |
|-------------------------|-------------------------|-----------------------------|
| 1. Deric Ting (Manager) | 2. Gopi (Manager)       | 3. Chester Cheng (Manager)  |
| Al Rajhi Bank           | Price Solutions Sdn Bhd | Scope International Sdn Bhd |
| 012 2809087             | 012-4647709             | 012 2265034                 |