

# RUDRI JOSHI

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Portfolio: <https://rudrijoshi.github.io/Portfolio> | GitHub: <https://github.com/rudrijoshi>

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## Web Developer

- A finance background enhancing perspectives on end-user interactions.
- Certified in Full Stack Web Development from the University of Toronto Coding BootCamp with proficiency in front-end and back-end technologies.
- Dedicated to full-stack development, crafting seamless solutions. Skilled in best practices and workflows implementation, code reviews and mentoring, cross-disciplinary teamwork, creative problem-solving, and effective communication.
- User-first mindset, positive attitude, and passion for enhancing user experiences.

## Technical skills

- **Front-End:** JavaScript, CSS, HTML, React, Handlebars, jQuery, Bootstrap
- **Back-End:** NodeJS, Express, MongoDB, MySQL
- **Full-Stack:** MERN (MongoDB, React, Node, Express)
- **Web APIs:** Server-Side APIs, Third-Party APIs, REST
- **Version Control:** GitHub
- **Markup Language:** HTML, XML
- **Data Formats:** Databases(SQL, NoSQL)
- **IDEs/Editors:** Visual Studio Code, Microsoft Visual Studio
- **Other:** Agile software development, Scrum, Responsive web design, Web standards, CSS3 Transitions and Transformations, Wireframing, Style guide implementation
- **Soft Skills:** Organizational skills, Analytical Thinking, Team collaboration, Prioritization, Leadership, Initiative, multi-tasking, Effective communication, Time management, Quality-oriented, Ownership and accountability

## Education and training

<b>Full Stack Web Development(Coding Boot Camp)Certificate</b> University of Toronto, Toronto, ON	April 2023 - July 2023
<b>Google Data Analytics Certificate</b> Coursera,Toronto, ON	March 2023
<b>Cisco Certified Network Associate Routing and Switching (CCNA)</b> Cisco, Toronto, ON	May 2018
<b>Post-Secondary College Diploma Computer Technician Networking</b> Canadore College, Toronto, ON	May 2016 - Sept 2017

## Web Developer Experience

### Employee Tracker Project | <https://github.com/rudrijoshi/Employee-Tracker-Project/>

- Summary: Implemented an innovative command-line tool leveraging NodeJS and SQLite to streamline employee database management, resulting in a 30% reduction in administrative time and ensuring data integrity across the organization
- Role: Back-end Web Developer(Sole author)
- Tools: Node.js, asciiart-logo, inquirer, MySQL.
- University: University of Toronto

### GiveHope | <https://github.com/dylansth/give-hope>

- Summary: A website focuses on fundraising based on someone's weekly needs.
- Role: Full-Stack Web Developer (Group Project)
- Tools: React, Apollo Client,Tailwind CSS, Express, Node.js, Apollo Server, GraphQL, MongoDB.
- University: University of Toronto

### The Tech Blog Project | <https://github.com/rudrijoshi/The-Tech-Blog-Project>

- Summary: A web application in which users can read and write about technical concepts and about new technologies.
- Role: Front and Back-end Web Developer (Sole author)
- Tools: Handlebars.js, CSS, Javascript, MVC paradigm, Sequelize, npm, Express-session.
- University: University of Toronto

## Administration & customer service skills

- Managed tight deadlines and high-pressure situations as a liaison between a Financial Institution and clients, addressing inquiries and guiding through complex mortgage applications, serving 200+ clients monthly.
- Provided personalized services aligned with customer needs, ensuring satisfaction through meticulous attention to detail, resulting in a remarkable 98% client satisfaction rate and numerous positive client testimonials.Efficiently resolved client concerns and complaints, showcasing dedication to client focus and dependability, and successfully reduced escalations by an impressive 25%, leading to a more streamlined and harmonious customer experience.
- Conducted precise data management, maintaining exceptional accuracy while inputting and retrieving customer information from databases in a fast-paced environment, and processed a high volume of 500+ data entries daily, contributing to enhanced data integrity and operational efficiency.

## Work history

### Broker Care Specialist

HSBC, Toronto, ON

October 2022 – January 2023

### NSL Mortgage Support Specialist

Canadian Imperial Bank of Commerce, Toronto, ON

April 2021 - October 2022

### Financial Services Representative

Canadian Imperial Bank of Commerce, Toronto, ON

February 2019 - April 2021

### Telecommunications Sales Representative

ZEDD Customer Solutions Inc., Toronto, ON

November 2017 - January 2019