Stalin Wesley

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Professional Summary

Versatile Full-Stack Developer with a passion for building dynamic, user-friendly, and scalable web applications. Over 8 years of experience in technical support, customer service, and sales, complemented by recently acquired expertise in web development. Proficient in [HTML, CSS, JavaScript, React, Node.js, Express], with a strong foundation in troubleshooting, analytics, and cross-functional collaboration. Passionate about building scalable, user-centric web applications and leveraging diverse problem-solving skills in dynamic team environments.

Technical Skills

- **Frontend Development**: HTML, CSS, JavaScript, React.js, Tailwind CSS, Redux Toolkit
- **Backend Development**: Node.js, MongoDB, Express, php, MySQL
- **Version Control**: Git, GitHub
- **Tools**: Visual Studio Code, Postman, Figma, ThunderClient
- **Other**: Responsive Design, API Integration, Agile Development

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Web Development Projects.

QwikNotes   Github | LiveWebsite

- **Developed a Notes Web Application**: Designed and implemented a fully functional web app for users to manage notes, leveraging **React.js** for the frontend and **Node.js** with **Express** for the backend.
- **Secure Authentication**: Integrated **JWT-based authentication** to ensure secure user login and session management.
- **Database Management**: Utilized **MongoDB** as the database to store and handle CRUD operations for user data and notes effectively.
- **Frontend Integration**: Employed **Axios** for seamless API communication between frontend and backend.
- **Routing Implementation**: Used **React Router** for efficient client-side routing and creating a responsive single-page application (SPA).

- **Complete CRUD Functionality**: Enabled users to **Create, Read, Update, and Delete notes** with a user-friendly interface and robust server-side processing.
- **Responsive Design**: Built the app with a focus on responsiveness and cross-browser compatibility to enhance the user experience.

Dashdeal   Github | LiveWebsite

- **Comprehensive Plan Comparison**: Users can review and compare mobile network plans side by side to make informed decisions.
- **Social Media Integration**: Allows users to share specific plan pages directly on social media platforms, enhancing engagement and reach.
- **Responsive Design**: Built with Bootstrap, ensuring the website is fully responsive and accessible across devices of all sizes.
- **LAMP Stack Implementation**: Utilized Linux, Apache, MySQL, and PHP for a reliable and scalable backend infrastructure.
- **Dynamic Content Management**: PHP and MySQL power the dynamic generation of plan details and user interactions.
- **User-Friendly Interface**: Designed with Bootstrap for a clean, intuitive, and visually appealing user experience.
- **Efficient Data Handling**: MySQL database efficiently stores and retrieves plan details for seamless performance.

WeatheAlerts   Github | LiveWebsite

- **Real-Time Weather Data**: Use a weather API like OpenWeatherMap to fetch current weather conditions, temperature, humidity, and wind speed for any location.
- **Responsive Design**: Leverage Tailwind CSS to create a mobile-first, fully responsive layout that adapts seamlessly to different screen sizes.
- **Search Functionality**: Allow users to search for weather information by city
- **Dynamic Weather Icons**: Display weather-specific icons or animations based on the current conditions (e.g., sunny, rainy, cloudy).
- **3-Day Forecast**: Include a forecast section with day-wise weather details like temperature, humidity, and precipitation.
- **Loading States**: Show a loading spinner or skeleton UI while fetching data from the API.
- **Interactive Animations**: Use Tailwind's animation utilities or libraries like Framer Motion to add smooth transitions and hover effects.

Portfolio Website   Github | LiveWebsite

- **Modern Frontend Stack**: Built using React and Vite for a fast, efficient, and modern development experience.
- **Responsive Design**: Tailwind CSS ensures the website is fully responsive and visually appealing across all devices.
- **Dynamic Contact Form**: Integrated with MongoDB and Express to handle form submissions, ensuring secure and efficient data storage.
- **Optimized Performance**: Leveraged Vite's blazing-fast build tool for optimized performance and quick load times.

- **Interactive UI**: Enhanced user experience with smooth animations and transitions using Tailwind's utility classes.
- **Backend Integration**: Express.js powers the backend, enabling seamless communication between the frontend and MongoDB database.
- **Customizable Components**: Modular React components make the website easy to maintain and expand.
- **SEO-Friendly**: Implemented best practices for search engine optimization to improve visibility and reach.
- **Project Showcase**: Highlighted your skills and projects with a clean, organized layout to impress potential clients or employers.

Professional Experience

Rogers Communications – Waterloo, ON – *May 2022–Present*
 Sales Specialist

- Fostered strong client relationships, showcasing effective communication and problem-solving.
- Engaged in inbound chats, and emails to offer tailored telecommunication solutions to prospective and existing customers.
- Addressed customer inquiries regarding products and services, delivering prompt and efficient resolutions while driving sales opportunities.
- Fostered strong client relationships by actively understanding needs and providing customized solutions aligned with evolving requirements.
- Negotiated and finalized contractual agreements while ensuring compliance with company policies and procedures.
- Maintained accurate customer records in CRM systems, offered product insights, and prepared detailed cost quotations for installations and maintenance.
- Provided exceptional sales and post-sales support, effectively resolving client concerns through chat and email communication.

Teleperformance– Toronto, ON – *Sep 2021 – Apr 2022*
 Technical Support Specialist

- Handle customer technical support questions regarding products in a professional and friendly manner at all times
- Provide customers with service repair authorizations for defective products
- Sell optional services and warranties to customers
- Keep up to date with industry developments, applicable operating systems, common and related software and hardware, and company policy to ensure proper communications to customers.

- Adhere to technical support policy and procedures for all customer calls or tickets received ensuring achievement of company set goals (KPI)
- Maintain minimum skill set requirements for T1 support calls and tickets when applicable.
- Performs other related duties and assignments as required and as assigned by supervisor or manager.

Nordia– Toronto, ON – *May 2021 – Sep 2021*
Telecommunication Sales Representative

- Provided telecommunication solutions to potential and existing clients by addressing product and service inquiries, offering tailored recommendations, and promoting sales.
- Built strong client relationships by actively listening to needs, delivering efficient solutions, and ensuring exceptional after-sales support.
- Negotiated contracts, prepared cost quotations, and maintained accurate customer records in the database.
- Resolved client concerns promptly while providing insights into product features and services.

Accenture – India – *Jun 2017 – Feb 2020*
Business Operations Analyst

- Managed Google brand presence and product launches, including Google Pay, across various social media platforms to enhance customer engagement and satisfaction.
- Supported front-end tasks for Google web applications, such as optimizing user interfaces and fixing basic UI bugs, ensuring seamless user experiences.
- Provided technical support and collaborated with product managers to address product issues, delivering actionable insights to stakeholders.
- Updated and maintained self-help documents for customers and employees, improving accessibility and problem-solving efficiency.
- Assisted users with web application troubleshooting, escalated technical issues to relevant teams, and performed quality checks for applications.
- Led and mentored teams by coaching new hires, monitoring KPIs, and ensuring smooth transitions to production.
- Analyzed and reported on social media metrics, ensuring consistent service quality and identifying areas for improvement.
- Proficient in tools like Jira, Confluence, Zendesk, and Excel (pivot tables, vlookups), with expertise in statistical analysis and process improvement.

Tech Mahindra – India | *Jun 2016 – May 2017*
Senior Technical Support Associate

- Troubleshoot and resolve technical issues related to appliances, network configuration (TCP/IP settings), and Windows-based systems, ensuring high customer satisfaction metrics (CSAT, PLI).

- Installed and configured wired/wireless routers, performed remote diagnostics, and maintained service databases with detailed logs of customer queries.
- Delivered technical advice on software, equipment, and products, while launching new products and addressing customer inquiries promptly.
- Enhanced sales opportunities by identifying potential customers, negotiating prices, and closing deals through effective rapport-building and technical information delivery.
- Mentored and coached new employees, providing feedback on quality compliance and fostering smooth transitions to production.
- Supported Office 365 setup, performed hardware/software installations, and resolved issues across multiple platforms (MacOS, UNIX, Windows) to optimize performance.

Sageable Technologies – India | *Jan 2015 – Jun 2016*
 Recruiter/Talent Acquisition

- Managed end-to-end US IT recruitment processes, including sourcing, screening, and onboarding candidates for software companies.
- Collaborated with team managers and stakeholders to identify staffing needs, post job openings, and evaluate applications.
- Conducted outreach to potential candidates, scheduled interviews, and coordinated offer letters and onboarding documentation.
- Negotiated salaries and facilitated enrollment in employee benefits programs.
- Ensured compliance with organizational policies and effectively maintained performance indicators (PLI).

Education & Certifications

- **Bachelor's Degree** – Sri KrishnaDevaraya University, India – 2017