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#### **Professional Summary**

Versatile professional with 8+ years of experience in technical support, customer service, and sales, complemented by recently acquired expertise in web development. Proficient in [specific technologies, e.g., JavaScript, React, Node.js], 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
* **Backend Development**: Node.js, MongoDB, Express
* **Version Control**: Git, GitHub
* **Tools**: Visual Studio Code, Postman, Figma
* **Other**: Responsive Design, API Integration, Agile Development

#### **Web Development Projects**

**Portfolio Website**

* Built a responsive, multi-page portfolio website using HTML, CSS, and JavaScript to showcase web development projects.
* Optimized performance, reducing load time by 40%.

**Notes Web App**

* **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.

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#### **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