Syeda Manzoor

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Software Developer

Contribute to innovative, ground-breaking software solutions that meet business demand for agility, flexibility, mobility and a superb cloud experience

- Software developer with experience in e-commerce, enterprise and high-performance web technologies.
- High-performance technologist skilled at defining, designing and implementing a highly secure, continuous-deployment pipeline to update applications in cloud environments.
- Quality engineer bringing a strong focus on "voice of the customer" into the software development function to ensure product and customer success.

Experience

Software Developer, 10/12 to Present | Freelancer

Serve in a client-facing role translating business requirements into viable, scalable cloud solutions. Collaborate with Engineering team to drive the DevOps strategy and prototype/execute on platform upgrades.

- Delivered improvements to Call Center Hub. Created a modern new interface that contributed to a 15% increase in new user adoption rates within one month of rollout.
- Introduced Contact Analytics that provided actionable insights into customer interactions, improved agent performance and elevated the customer experience.

- Contributed to rollout of upgraded DEFSafe platform, delivering the company's first persistent, end-to-end data protection that allow users to control security protocols across multiple devices.

Education

Software Engineering Technology | Centennial College | Toronto, ON