TANJILA TABASSUM

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SUMMARY

Dedicated and highly motivated Computer Science and Engineering graduate with a strong retail background, skilled in problem-solving and customer service, continuously expanding coding expertise to address and solve customer challenges with innovation in technology. Seeking opportunities to blend technical and customer-centric skills as a software developer.

TECHNICAL SKILLS

- **Object Oriented Programming** : Java
- **Web Application Development** : HTML5|CSS3|JSON|JavaScript|Vue.js|Spring Boot|Web Markup|Front End Frameworks|Mobile-First Design
- **Database Programming** :MySQL|PostgreSQL|E/R diagrams |RESTful APIs
- **Development Tools and Techniques** : Unit Testing(JUnit)|Integration Testing|Responsive Design|IntelliJ|Code Versioning Tools(Git)|Visual Studio|Postman|pgAdmin4|Maven

TECHNICAL EXPERIENCE

- **Vending Machine Application**: Developed a command-line vending machine application with a strong emphasis on file I/O and object-oriented programming such as polymorphism and inheritance. The software efficiently handles coin transactions, maintains inventory, logs inputs, and seamlessly accepts user commands, while also incorporating forward-thinking design for future enhancements.
- **Tenmo Payment Service Application:** Collaborated with a team to design a money share command-line interface app. Worked in the server side of the application using a database and a RESTful API server utilizing Java and PostgreSQL, implementing MVC design and REST API, secured with user authentication.
- **Pizza Ordering application :** Designed a user-friendly pizza ordering website with a seamless experience, employing Java for backend logic, RESTful API for communication, PostgreSQL for database management, and Vue.js for dynamic front-end interactions. The website features an intuitive user interface designed with HTML, CSS, and JavaScript. Also implemented an employee portal to streamline internal processes.

PROFESSIONAL EXPERIENCE

Sales Associate   **May '23 - Nov '23**

Zara | New York, NY

- Sustained a meticulously organized and immaculate sales floor, strategically arranging merchandise to improve visual appeal, resulting in an overall increase in customer engagement
- Collaborated with team members to consistently surpass daily and monthly sales targets, achieving a 10% increase in sales
- Analyzed customer needs and delivered tailored recommendations in-store, resulting in a 20% increase in customer satisfaction and a 15% boost in sales
- Resolved customer inquiries, significantly enhancing customer satisfaction, and executed returns and exchanges with a high degree of professionalism

Founder and Operations Lead   **Apr '17 - Jul '22**

Pakistani Closet | Bangladesh

- Engaged and assisted an average of 30+ new customers per week, providing exceptional customer service and ensuring a personalized shopping experience
- Represented the boutique at 4 local exhibitions, expanding brand visibility and fostering new connections with potential customers and partners
- Reinforced customer satisfaction and drove an increase in sales by consistently updating knowledge on the latest product offerings, ensuring superior customer assistance
- Planned and executed promotional campaigns on Facebook, resulting in a 20% increase in brand awareness and a 30% boost in customer engagement
- Evaluated and selected vendors, adeptly negotiated purchase terms and conditions, and streamlined merchandise procurement, leading to a 10% reduction in procurement costs while meeting all business requirements

EDUCATION

Java Web Application Development Certificate   **Oct '23 - Jan '24**

Tech Elevator | Remote

Completed a 14-week full-stack coding bootcamp learning how to create dynamic web-based software systems using Java providing 800+ hours of development education and application.

Bachelor of Science in Computer Science and Engineering   **May '17 - Sep '22**

International Islamic University Chittagong | Bangladesh

Thesis : Vehicle recognition and classification using Convolutional Neural Network with ResNet50 and VGG16
Worked on dataset collection, image preprocessing, deep learning models, model architecture selection, model training, import libraries and fine tuning.