

Tanzim Rahman

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Personal Summary

Dedicated professional with **over 4 years of experience in computer programming and 2 years in Customer Service**. Proficient in **solving problems** and . Strong **technical and communication** skills with the intention to **help people**. Looking for a full time job in a company that provides the opportunity of growth.

Work Experience

Claims Customer Representative, Intact Financial Corporation

November 2022- April 2024 | 10 Factory Lane, St. John's NL (1 year and 5 months)

- Responded to 20-30 calls per day in a professional manner from insureds to **open auto claims** and provide updates on existing claims by taking detailed statements and relevant information.
- Handled **emergency situations** in a courteous and respectful manner.
- Recommended our **business partners** to customers (rental company/body shop).
- Consulted, interpreted, verified, corrected and updated various **documents and data**.
- Provided second to none **customer service**.
- **Supervised** 5-10 new employees in **training**.
- **Collaborated with adjusters** to determine liability and **assisted appraisers** by providing accurate details from customers.
- Obtained training and quickly learned various web applications on a regular basis.

Web Developer, HYPE Dhaka

July 2018 - June 2022 | Dhaka, Bangladesh (4 Years)

- Meeting with **clients** to discuss website design and function requirements.
- Designing and building the **website front-end**.
- Designing and managing the **website back-end including database and server integration**.
- Conducting **website performance** tests.
- Troubleshooting content issues and fixing Bugs and errors.
- Working on **client's feedback** and conducting WordPress training with the client.
- Monitoring the **performance** of the live website.
- Regular **communications** with clients to secure timely delivery.

Education

Bachelors of Science in Computer Science, BRAC University

Graduated in 2020

Dhaka, Bangladesh

(Verified by [Word Education Service](#))

Technical Skills

Programming Languages

JavaScript, Typescript, Java, PHP, HTML, Python, CSS/SCSS, OOP

Libraries & Frameworks

React.JS, JQuery, Bootstrap, Laravel, Rest API, Tailwind CSS, React Material UI

Tools & Platforms

Git, GitHub, Netlify, React testing library, CPanel, Google Analytics, SEMRush, WordPress, UI/UX Design, Microsoft Excel, MySQL

Summary of Skills

- Excellent **time management skills** and **detail oriented**.
- Proven ability to **cope up with the changes**.
- Excellent **communication skills** (in-person, over the phone and email/chat)
- Ability to work **independently** and in a **team** environment.
- **Analytical thinking**, critical thinking, decision-making ability.
- Strong **technical skills** including **computer programming** and **computer networking**.
- Proven ability to **work under pressure** in a **fast-paced environment**.
- Ability to use **positive language** and **strong telephone etiquette**.
- Keen to learn new skills and fast learning ability.

Certification

- **Meta Front-End Developer**

Authorized by Meta, *Issued on November 2023*

- **Foundation of User Experience Design**

Authorized by Google, *Issued on December 2022*

License

- **Principles and Practice of Insurance - C11**

Insurance Institute of Canada

Issued on December 2023

Language

Full proficiency in English and Bengali.

IELTS Overall Score - 7.5

(Speaking - 7.0, Listening - 8.5, Reading - 7.0, Writing - 7.0)

More and details and information of completed projects can be found here - tanzim-rahman.com

References

Arshad Arafat

Interface Developer, Verafin

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Roberta White

Claims Adjuster, Intact Financial Corporation

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