Yusuf Urur

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SKILLS

LANGUAGES: JavaScript, Ruby, HTML, CSS, SQL
FRAMEWORK & LIBRARIES: NodeJS, React, Ajax, Express, EJS, jQuery, Rails, Typescript
SYSTEMS & DATABASES: PostgreSQL, Git, SVN
TESTING: Jest, Storybook, Cypress, RSpec
OPERATING SYSTEMS: Windows, Android, iOS, Mac OS, Linux
COMPUTER SOFTWARE: ServiceNow, Microsoft Office 365, GanttProject, Zendesk, Jira, Telax
TOOLS: VMWare, G Suite by Google, Packet Tracer
PROJECT MANAGEMENT: Agile, Waterfall, Scrum and Gantt Charts

ANALYST & WEB EXPERIENCE

Drastic Technologies Inc, *Full Stack Web Developer*, Toronto, ON   Jan 2024 – April 2024
- Redesign and implement web UI using HTML, Javascript, React, and Bootstrap.
- Collaborate with team members to integrate REST APIs for enhanced functionality.
- Conduct UI testing to ensure optimal user experience across browsers.
- Refactor and rebuild UI components for improved performance and maintainability.
- Develop logic UI framework to streamline component accessibility.
- Utilize core UI design principles and refine layouts for seamless workflows.
- Gain hands-on experience with UI/UX design tools such as Photoshop.
- Contribute to the enhancement of a Video Management System Backend
- Participate in the development of RESTful services for efficient data management.
- Assist in creating a Task Management and Reminder System for improved productivity.
- Contribute to the design and implementation of an Event Logging and Analysis System.
- Optimize landing pages to increase user engagement and conversion rates.
- Acquire proficiency in React.js, REST API integration, UX/UI Design, JavaScript, and Object-Oriented Programming.
- Utilize collaboration tools including TeamViewer, Google Chat, Google Drive, Google Meet, and Microsoft Remote Desktop

Ecobee, *Technical Support Representative*, Toronto, ON   Jan 2022 – March 2023
- Provided tier 1 troubleshooting support to a diverse customer base, addressing HVAC system and thermostat issues for hundreds of customers, ensuring their satisfaction.
- Actively participated in daily scrum meetings, collaborating on the resolution of issues and updates with the team
- Served as the primary liaison for ecobee customers, proactively resolving technical installation software issues, hardware inquiries, and operational concerns through phone, email, and chat, resulting in the successful resolution of issues for over 500 customers.
- Assisted in the establishment and maintenance of professional relationships with Ecobee end users, HVAC professionals, distribution partners, OEM partners, and utility customers, fostering trust and ensuring smooth business operations.

DDB Canada, *Junior QA Analyst*, Toronto, ON   Jan 2021 - Jan 2022
- Utilized software like Email on Acid to perform cross-platform testing of ten plus emails per workday across various email clients, ensuring compatibility and verifying data sets.
- Conducted comprehensive website testing across multiple browsers and mobile devices, employing tools like Browserstack, ensuring optimal functionality and user experience.
- Managed defect resolution process by logging defects on JIRA, tracking and following through to closure.
- Prioritized and sequenced test procedures and test cases, ensuring that testing environments were properly configured, and tests were successfully completed.
- Collaborated with multiple teams to ensure consistent testing approaches, while actively communicating progress and addressing any encountered issues
- Demonstrated a strong understanding of Agile Development and Delivery models, such as Scrum and Kanban, incorporating agile principles into testing practices.

PROJECTS

Cozey Cradle   May 2023 to June 2023
MERN-Based Car Seat Rental Service Project
Tech Stack: MERN - MongoDB, Express, React, Node.js

Grab-Your-Sushi-Now   April 2023 - May 2023
Engineered a revolutionary full-stack restaurant ordering application for seamless menu browsing, real-time order updates, and efficient order management, enhancing the overall customer experience.
Tech Stack: EJS, Node.js, Express.js, PostgreSQL, jQuery, Twilio, SC

EDUCATION

Lighthouse Labs   April 2023 - June 2023
Diploma Full-Stack Web Development

NPower Canada   Jan.2017 − May 2017
Software Development and Testing
ISTQB Certificate
Microsoft Technology Associate

Ryerson University   Sept.2013 − April 2016
Majored in Computer Science