

YUSUF URUR

SUMMARY

Highly organized and detail-oriented professional with a track record of success in technical support, customer service, and software development. Skilled in problem-solving and decision-making and experienced in handling a range of technical inquiries via Windows desktops, printers, email, and in person. Adept in administering a variety of commercial and custom software applications, as well as providing end-user training. Possess proven teamwork, communication, and organizational skills to deliver high-quality work.

CONTACT

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📍 Toronto, Ontario 🌐 yusufurur

EDUCATION

Lighthouse Labs · Apr. 2023 to June 2023
Lighthouse Labs Diploma 2023
Full Stack Web Development

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

Ryerson University · Sept. 2013 to Apr. 2016
Majored in Computer Science

SKILLS

LANGUAGES: JavaScript, Ruby, HTML, CSS, SQL
FRAMEWORK & LIBRARIES:
NodeJS, React, Ajax, Express, EJS, jQuery, Rails
SYSTEMS & DATABASES: PostgreSQL, Git
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

PROJECTS

Cozy 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
Apr. 2023 to 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, SCSS

EMPLOYMENT

Ecobee
Toronto, Ontario
Technical Support Representative · Jan. 2022 to Mar. 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
Toronto, Ontario
Junior QA Analyst · Jan. 2021 to 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
- Logged defects on JIRA, diligently tracking and following them through to closure, effectively managing the defect resolution process
- Prioritized and sequenced test procedures and test cases, ensuring that testing environments were properly configured and tests were successfully completed
- Collaborated with multiple teams, including [mention specific team names or departments], 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
- Collaborated with cross-functional departments to ensure that client expectations for quality were consistently met, fostering strong client relationships