

# Neha Dhaka

## SOFTWARE DEVELOPER

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## PROFILE

As a software engineering graduate with a passion for technology, I have decided to transition back into the field after gaining valuable sales experience. My key skills include proficiency in JavaScript, React, Node.js, and MySQL, which I have developed through my studies and personal projects. My previous experience in sales has also equipped me with excellent communication and teamwork skills, making me a unique candidate who can bring both technical expertise and interpersonal strengths to any role.

## SKILLS

HTML5, CSS3, SASS, JavaScript, Axios, React, Node.js, Express, Passport.js, MySQL, Jira, Heroku, Jest, GIT, Agile Development, Document Object Model (DOM) APIs, Web APIs, User Authentication, OAuth

## EXPERIENCE

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### Sales Associate | Glentel Inc.

OCT 2021 - JAN 2023, TORONTO, ON

- Created and posted social media advertisements promoting new sales and promotions, resulting in 10% increase in customer engagement during promotional periods.
- Managed and served more than 50 people per day during busy periods of the year, maintaining a high level of customer service and achieving positive feedback from 90% of them.
- Developed a process for troubleshooting common customer device issues, resulting in a reduced wait times and increased customer satisfaction.

### Sales Representative | Wireless DNA Inc.

DEC 2019 - AUG 2021, TORONTO, ON

- Demonstrated strong leadership skills by training new team members, and managing store operations.
- Conducted regular follow-ups with customers to ensure their needs were met and exceeded.
- Reduced customer complaints by 20% by providing exceptional customer service and resolving issues promptly.

## EDUCATION

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### BrainStation | Diploma, Software Engineering

APR 2023 - JUNE 2023, TORONTO, ON

### Centennial College | Diploma, Software Engineering Technician

JAN 2018 - APR 2019, TORONTO, ON

## PROJECTS

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### Hackathon | EcoWise

- Developed a web application using React, Node.js, Express, and MySQL.
- Enabled users to evaluate eco-friendliness, find better alternatives, and locate stores for environment-friendly products.
- Demonstrated teamwork, problem-solving, and communication skills.

### Capstone | CalmReach

- Developed a web app using React, Node.js, Express, and MySQL.
- Enabled users to connect with volunteers for free mental health support.
- Designed user-friendly interfaces and integrated chat functionality.
- Demonstrated empathy and sensitivity towards mental health.