

Deshane McKenzie

SOFTWARE ENGINEER

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PROFILE

I've made the amazing decision to enter the Software Engineering field after 5+ years as a Customer Service Representative.

I've been able to gain valuable insights simultaneously into the needs of the customer and my employer, ultimately creating win-win scenarios resulting in more revenue for the company through customer retention.

Experience judging situations - making well-rounded decisions, lead me to Software Engineering where I can be the best version of me with my judgment positively impacting people while solving important problems for your company as we move further into a digital world.

SKILLS

Javascript, React, HTML5, CSS, MySQL, Node, Express, Knex, Web API's, Git/Github, DevOps, Heroku, Agile, JIRA

PROJECTS

Project Architect/Lead Developer | [EmpowerShoppe](#)

AUG 2023 - CAPSTONE PROJECT

(React.js, Node, Express.js, MySQL, Knex.js, Netlify, Heroku)

- Created the concept based on a need found in the marketplace and coded the project with the skills I had recently developed at BrainStation.

EXPERIENCE

Customer Service Representative | Estee Lauder

NOV 2021 - PRESENT, TORONTO, ON

- Diligently in a fast-paced environment during major sales such as Black Friday/Cyber Monday week, solved customer concerns via phone, email and live chat for 5 companies simultaneously under Estee Lauder.
- Routinely communicated with Brand representatives, the Warehouse team, and Managers professionally and efficiently through written communication to ultimately enhance the customer experience on their websites as a collective.

Retention Specialist | Sprint

OCT 2019 - APR 2020, TORONTO, ON

- Confidently worked under pressure with escalated customers as the last resort for customer loyalty. Provided accurate information with relevant solutions promptly that resulted in higher retention rates - decreasing overall company profit loss.
- Instinctively displayed willingness to learn and implement advice given continuously. Took initiative by setting up meetings with my Managers, Team Lead, and other Top performing Retention specialists, and discussed performance, new strategies, and reflected on previously recorded calls to improve efficiency.

Customer Service Representative | Woodbine Racetrack

SEPT 2016 - 2019, TORONTO, ON

- Passionately presented to 1000's of people throughout my time at Woodbine instructions on How to Place Bets. Raised awareness of the Betting process which ultimately enhanced the customers overall experience.
- Demonstrated efficient interpersonal skills with several different departments as well as customers to both improve the culture within the company as well as set the expectation for high-touch support

EDUCATION

BrainStation | Diploma, Software Engineering

JAN 2023 - SEPT 2023, TORONTO, ON