# Farhana Aktar

London, UK | 07377 156 973 | [farhanaaktar@live.co.uk](mailto:farhanaaktar@live.co.uk) | [GitHub](#) | [LinkedIn](#)

## TECHNICAL SKILLS

**Front End:** JavaScript, React.js, DOM, Redux, Hooks, Context API, Axios, HTTP, Jest, Yup, HTML, CSS, Tailwind
**Back End:** GitHub, Git CLI, Node.js, Express, SQL, VS Code, Firebase, Restful API, OpenAI, Vercel
**Additional:** Agile Project Management, Algorithms, Architecture, Debugging, Deployment, Webpack, No-Code Automation

## PROJECTS

**AI Love Partner,** *Full Stack Developer – React | JavaScript | Node.js | Firebase*          *in-progress*

- Currently developing "AI Love Partner," a virtual companion app utilizing React, Node.js, Firebase, and the OpenAI API to provide personalized interactions, memory retention, and secure user authentication.

**Portfolio** *Full Stack Developer – React | JavaScript | Firebase*          [GitHub](#) | [Website](#)

- Developed a personal website to showcase my skills and projects, leveraging modern web technologies such as React, JavaScript, and Firebase.
- Implemented responsive design to ensure seamless user experience across various devices and screen sizes.
- Integrated Tailwind CSS for efficient and responsive styling.

**Note X Chrome Extension,** *Full Stack Developer – React | JavaScript*          [GitHub](#) | [Chrome Web Store](#)

- Developed a Chrome extension from the ground up, including design, development, and deployment, to enhance user productivity and streamline workflows
- Built a custom Chrome extension using React, focusing on creating an intuitive note-taking experience with multiple sections, link management, and a toggleable dark mode.
- Implemented state management using useReducer to handle complex user interactions and improve performance.
- Designed a feature for downloading notes as a text file, ensuring a seamless user experience across sessions with local Storage.
- Utilized FontAwesome for icons, validator.js for input validation, and Blob API for file handling.

## EXPERIENCE

**Bloomtech Bootcamp**, *Remote – Full Stack Web Developer Course*          *2024 - 2025*

- Built full-stack projects: Developed responsive web applications using React.js, Node.js, Express, and SQL.
- Front-end expertise: Designed dynamic, interactive user interfaces with HTML, CSS, Tailwind , JavaScript, and React.js.
- Back-end proficiency: Created RESTful APIs and implemented server-side logic using Node.js and Express.js.

- Database integration: Built and managed databases using SQL and Firebase for data persistence.
- Version control: Collaborated on projects using Git and GitHub for version management and code reviews.
- Authentication systems: Integrated Firebase Authentication for secure user login and sign-up features.

**Amazon** – *Trainer(L3)*     2021 - 2023

- Delivered comprehensive classroom and virtual training sessions for third-party delivery service partners, ensuring high-quality service delivery.
- Conducted performance reviews and re-training for delivery drivers, resulting in a 98% improvement in first-time delivery success.
- Analysed feedback scores and weekly metrics to identify trends, implementing improvements that increased partner satisfaction by 30%.
- Acted as a Bar Raiser: Created a DEI presentation to raise awareness among leadership and drove inclusive practices.
- Supported 8 Amazon employees in their career transition, providing coaching and tracking progress, leading to successful career advancement.
- Resolved critical on-road issues by offering real-time support to FQA teams, ensuring smooth delivery operations.

**Amazon** – *Delivery Station Liaison (Customer Service) (L2)*     2020 - 2021

- Provide localized in-station customer service to enable a real-time, hands-on investigation of where a package is and how Amazon can get it to a customer as quickly as possible.
- Top performer hitting an average of 20% above the team target consistently
- Solved 100% of negative customer experience in the region due to changes
- Problem-solving to arrange appropriate solutions to suit customers' needs.
- Saved an average of £4160 for the station by finding alternative ways to get a parcel delivered.
- First DSL to be invited to Gemba walk with CSA to help evolve the programme – Improved operational efficiency by reducing incorrect transfer rates by 30%
- Became a DSL Champion to bring new ideas to the EU Gemba for positive changes
- Acted as Backend Proxy to lead team calls and support management with a team of 10-12

## EDUCATION

**BloomTech** *Graduate of the Full Stack Web Development Program*     2024 - 2025
**Amazon Careers Choice** *Web/Software Developer*     2022 - 2023

**Newham College** *A Level statistics, psychology and Citizenship*
**Central Foundation Girls School** *GCSE 9 A-C Including Math, Science, English*

**HOBBIES AND INTERESTS:**

I am a multipotentialite and a potential polymath who enjoys learning multiple skills to enjoy many hobbies and combine them for unique experiences. This includes photography, editing, reading, and building skills in receptive multilingualism.