

KB / KALISTA BAIG

Technical Skills:

- Computer Programming Languages: Java, C, C++, Swift, JavaScript, and Python
- Web Development: React, Node.js, Express, REST API, WebSocket, Mustache, HTML, CSS, and Bootstrap
- Mobile Development: iOS
- Databases: Oracle, MySQL, PostgreSQL, SQLite
- Operating Systems: Windows, macOS, Linux, Unix, iOS, and Android
- Design: Figma and Procreate
- Contact CentreAI Technologies: Omilia NLU (Natural Language Understanding) and IVR (Interactive Voice Response), Nuance Mix, and Genesys Composer

Education:

Ryerson University
Bachelor of Science (Honours), Computer Science
2016 to 2020

Work Experience:

Connex Telecommunications Inc.

Intermediate Software Developer
February 2022 to present

- Develop, test, and deploy end to end conversational IVR used by tens of thousands of customers for Discover Bank using third party NLU platforms and VXML to develop the frontend and Java for the backend
- Utilize problem solving skills to test IVR applications around call flow verification, call quality, functionality, and usability throughout the software development lifecycle
- Maintain effective communication between team members, third party service providers, and other internal and external stakeholders to deliver requirements that reflects the needs of both the business and the client, and ensure project deliverables are met on time
- Gather business requirements from customers and assist in creating design and intent categorization documents for different application development phases
- Successfully work on concurrent projects through effective use of organization and time management skills
- Provide training to newly hired junior developers

Connex Telecommunications Inc.

Junior Software Developer
April 2021 to February 2022

- Built the frontend of conversational IVR projects using VXML and Omilia third party NLU platform to create entities, context rules, and intents and used Java for backend programming to integrate with customer's webservices
- Responded to application issues by analyzing, assessing, and troubleshooting the root cause of defects and ensure the delivery of consistent, on-time, high-quality work
- Developed, implemented, and supported solutions and processes that maximized efficiency and effectiveness, and minimized and/or prevented issues for IVR projects
- Communicated directly with clients to explain the causes and solutions of reported defects and provided periodic updates to the team and lead developer
- Participated in all stages of Software Development Life Cycle (SDLC) and relevant processes

Web Development Projects:

The following projects are hosted on a Linode Ubuntu VM and served using a NGINX server

Personal website - <https://kalistabaig.com/>

To learn React I developed a website to host and present my portfolio and resume.

- Developed using React and React Bootstrap

Task App – <https://taskapp.kalistabaig.com/>

Developed a task scheduling app to be used by truck dispatchers to organize the schedules of dispatched truck drivers as part of a coding challenge for a job interview.

- Created a real time chat between users using WebSocket
- The front end was developed using HTML, CSS, and JavaScript
- The back end was written using Node.js and Express. It consists of a REST API and renders pages using the Mustache template engine
- The database was implemented as a JSON file

GoGreen – <https://gogreen.kalistabaig.com/>

Developed a website to improve my full stack programming skills. The website provides a place where people can easily find information on how they can make small changes in their daily routine to be more environmentally sustainable.

- The front end was developed using HTML, CSS, and JavaScript
- The back end was written using Node.js and Express. It consists of a REST API and renders pages using the Mustache template engine
- The database was implemented as a JSON file

To Do Web App – <https://todo.kalistabaig.com/>

Developed a single page web application as a way to test my knowledge of full stack web development.

- The front end was developed using HTML, CSS, and JavaScript
- The back end was a REST API developed using Node and Express
- The database was implemented as a JSON file

iOS Projects:

Baby's Time App

To expand my programming knowledge beyond web development, I developed an iOS app for new parents to track their baby's activities e.g., feedings, diaper changes, etc.

- Designed and developed an intuitive and friendly user interface to easily track and record a baby's activities
- Developed with Swift in XCode