

Amaan Sheikh

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Summary

Results-driven Software Developer with years of freelance experience successfully designing, developing, and deploying websites for small and medium businesses. Proven ability to translate complex client requirements into robust, 99%+ performance-rated digital solutions while managing direct client communications.

Experience

Web Developer

Freelance • Calgary, AB
12/2023 - Present

- Transform design mockups into responsive websites using **HTML, CSS, JS, and PHP**, managing all front-end, back-end, and **cPanel** configurations.
- Build and manage **MySQL databases** using **phpMyAdmin** to handle site data, ensuring all information is organized, secure, and easily accessible.
- **Deliver** elite-tier web performance, consistently achieving **99%+ ratings** in Performance, Accessibility, Best Practices, and SEO via Google PageSpeed Insights.
- Manage the **registration, DNS, and annual maintenance** for client websites.

Technical Support & CSR

HGS - Hinduja Global Solutions • Calgary, AB
2024

- Used **Salesforce CRM & Ticketing** to document **support actions**, track **ticket lifecycles**, and ensure **data integrity**.
 - **Diagnosed and resolved** complex hardware and software malfunctions for a diverse client base, maintaining a **90%+ first-contact resolution rate**.
 - Managed **high-frequency call flows** and **ticket queues** in a **fast-paced environment**.
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Skills

Technical Skills

- **Languages & Frameworks:** HTML, CSS, JavaScript, TypeScript, React JS, AngularJS (Front-End); Java (Spring Boot), PHP, C#, C++, C, TypeScript (Back-End).
- **Databases:** MySQL, Microsoft SQL Server, H2 Database, MongoDB.
- **Tools:** IntelliJ IDEA, VS Code, Postman, Talend Open Studio, Azure Data Studio, SQL Developer, MongoDB Compass, Salesforce CRM, cPanel, Verpex.

Professional Competencies

- **Project Management:** End-to-end Web Development, Technical Documentation, Software Quality Assurance (QA).
 - **Client Relations:** Requirements Gathering, Technical Consultation, De-escalation & Problem Resolution.
 - **Operational Excellence:** Time Management, Agile Workflow Mindset, Multi-project Prioritization.
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Education

Software Engineering

Sheridan College • Oakville, ON
12/2023