

SUMMARY

- Proficient in front-end development using **ReactJS**, **JavaScript**, and **Tailwind CSS**, creating responsive and dynamic web applications.
- Experienced in back-end technologies including **Java**, **Spring Boot**, and **RESTful APIs**, with a strong understanding of **JSON** and **MongoDB** for data handling.
- Skilled in deploying applications on **Azure**, leveraging cloud services for scalable and secure deployment, and proficient in **MySQL** for relational database management.
- Strong understanding of **Agile** principles, **Object-oriented** concepts, **SOLID** principles for design architecture and collaborative development practices to deliver high-quality software solutions efficiently.

PROFESSIONAL EXPERIENCE

Service Desk Analyst

Nov 2023 – Current

Buchanan Technologies, Charlottetown, PE

- Incident management: Resolve user-reported issues using **BMC Helix** and **Team Dynamix** ticketing systems.
- User support and **system administration**: Provide frontline hardware/software support and manage user accounts, permissions, and configurations with Microsoft admin tools (e.g., **Active Directory**, **Group Policy**).
- Ticket triage and documentation: Evaluate, prioritize, and escalate tickets as needed, ensuring timely resolution and maintaining updated documentation on issue resolution procedures.
- **Training, collaboration, and reporting**: Conduct training sessions, collaborate with IT teams for issue resolution, and analyze ticketing system data for process improvement.

Junior Software Developer

Oct 2022 – Oct 2023

Auberon, Canada

- Engage in **Agile** project **lifecycle** activities, including **sprint planning**, **user stories**, and **review**.
- Design, refactor, and enhance code following **SOLID principles** and advanced **OO concepts**.
- Utilize modern data storage techniques such as **MySQL** and **MongoDB**.
- Implement web service communication using **REST** and **JSON**.
- Develop modern JavaScript user experiences with frameworks like **ReactJS**.
- Develop E2E automated and unit testing for backend using Junit.
- **Mentor** new team members, fostering their development and integration.
- **Collaborate** with diverse teams, applying product management best practices to enhance user experiences.

Technical Support Analyst II / Mentor

Aug 2020 – Sep 2022

Concentrix, Canada

- Maintained proficient knowledge of tools, processes, and resources necessary to assist in problem determination as well as recovery.
- Provided outstanding customer support and kept a pulse on the customer experience journey
- **Mentored** agents through training sessions, held team meetings for **collaboration and coaching**, and ensured outstanding customer support.
- Managed and maintained computer networks, software, and configurations, and handled technical support tickets using **ServiceNow**.
- Trained users to resolve technical issues, maintained knowledge of tools and resources, and organized solutions logs for support analysts.



Scan the QR code for more details.

Teaching Assistant

Dec 2021 – Dec 2022

University of Prince Edward Island, Charlottetown, PE

- Graded assignments, designed and updated course materials, delivered tutorials and assessments, and supervised practical work to enhance understanding.
- Assisted with ongoing projects and research and created a Survey System project for internal staff.

EDUCATION

Bachelor of Science, Major in Computer Science, Minor in Mathematics

Jan 2019 – April 2023

University of Prince Edward Island, Charlottetown, PE

PROJECTS

Building Android App that works with Arduino Hardware (2023)

Developed the Multi-Sensory Input Puck Project, a collaborative effort with CANSOFCOM (Canadian Armed Forces). Created an Android application with an advanced and elegant data visualization interface using Kotlin.

Project Highlights

- Developed a Full-Stack project using **Material-3** Android development kit and integrated it with a programmed Arduino on Army suits to transmit data via USB using the **felHR85** framework.
- Incorporated offline map functionality using the **MapBox** API and led a cross-functional team for the Canadian Armed Forces application, utilizing **Agile** principles for timely project delivery.
- Managed version control and collaborative workflows with **GitHub**, ensuring seamless integration, continuous **deployment**, and adherence to best practices

Portfolio Website (2023)

Developed a portfolio website using **ReactJS** and designed using **Tailwind CSS**.

Project Highlights

- Generated Front-end boilerplate code using Create React App CLI.
- Managed pages using **React Link**



Scan the QR code for more details.