Swathi Jayasree

Mississauga, ON, Canada | +1 (519) 588-8143 | swathij943@gmail.com | LinkedIn: https://www.linkedin.com/in/swathi-jayasree-763821a6/

Professional Summary

Detail-oriented Software Analyst with hands-on experience in debugging, troubleshooting, and software development across web and enterprise applications. Skilled in analyzing logs, resolving issues, and collaborating with engineering teams to improve workflows. Strong foundation in Java, JavaScript, SQL, networking concepts, and MDM tools with exposure to AWS and Agile methodologies. Adept at quickly learning new technologies and delivering high-quality solutions in fast-paced environments.

Core Competencies

- Programming: Java, JavaScript, TypeScript, Python
- Frameworks & Tools: React, Angular, Node.js, Express.js, PostgreSQL, SQL
- Debugging & Troubleshooting: JIRA, Chrome Dev Tools, Confluence, GitHub
- Platforms: Windows, Linux, MacOS
- Concepts: Networking, Cloud Computing (AWS, Azure), Cybersecurity basics
- Methodologies: Agile/Scrum, MDM solutions

Professional Experience

Software Developer

ZoftSolutions – Canada | Aug 2024 – Present

- Analyzed and resolved front-end issues using debugging tools, improving application stability.
- Developed high-performance customer-facing applications with Angular, TypeScript, and Material UI.
- Collaborated with clients and internal teams to meet requirements and resolve technical challenges.
- Used GitHub and JIRA for version control and bug tracking, ensuring timely delivery of features.

Product Support Specialist – Cloud Services

OpenText – Canada | Jan 2024 – Mar 2024

- Assisted in troubleshooting customer issues and collaborated with engineering teams to evaluate patches and fixes.

- Utilized JIRA to track and manage support tickets; contributed to diagnostic tools and KB documentation.
- Performed root cause analysis for escalated cases, identifying OS-level and non-product related issues.

Technical Support Specialist

Concentrix – Canada | Jan 2023 – Jan 2024

- Provided technical troubleshooting for software/hardware issues across enterprise environments.
- Leveraged Salesforce and internal resources to resolve complex cases and escalate when necessary.
- Built strong product knowledge to deliver accurate and effective solutions.

Software Developer

Revature – Canada | Apr 2022 – Jul 2022

- Designed and implemented a full-stack Employee Reimbursement Application (React + Java + PostgreSQL).
- Debugged and tested backend systems for reliability and scalability.
- Applied Agile methodology and used JIRA for bug tracking and sprint planning.

Junior Front-End Developer

Phoenix Operands – India | Sep 2017 – Dec 2018

- Built and maintained front-end features using JavaScript, React, and Express.js.
- Collaborated on UI/UX improvements and conducted cross-browser testing.
- Employed Git for version control and worked in agile teams.

Education
- Diploma in Web Development – Lighthouse Labs, Canada, 2023
- Master of Technology – TKM College of Engineering, India, 2019 – 2021
- Bachelor of Engineering – RIIT for Women, India, 2011 – 2015

Certifications
- Introduction to JavaScript – Conestoga College, 2022
- Introduction to CSS3 and HTML5 – Conestoga College, 2022
- Programming with Python – Internshala, 2019