

# Jayminkumar Parmar

work.jaymin2884@gmail.com | 226-600-1288 | LinkedIn | Portfolio

## Skills

**Programming Languages:** C/C++, Python, SQL, JavaScript, TypeScript

**Technologies:** Node.js, Express.js, React, MongoDB, RESTful APIs, Docker, Git, TRUX, Microsoft O365, CRM, Salesforce, SAP, Active Directory

**Technical Skills:** IT Support, System Configuration, Hardware & Software Troubleshooting, Networking

**Soft Skills:** Problem-Solving, Time Management, Strong Communication, Adaptability, Typing Speed (40+ WPM)

## Work Experience

**Team Member**, Tim Hortons – Waterloo, ON

Jan 2023 – Nov 2024

- Delivered exceptional customer service, achieving a 20% increase in customer satisfaction scores.
- Efficiently managed high-volume transactions while promoting loyalty programs, boosting customer engagement.
- Trained and supported new team members to ensure smooth onboarding and adherence to company standards.
- Collaborated in a fast-paced environment to streamline workflows and improve operational efficiency.

**Software Developer Intern**, L&T Technology Services – Vadodara, GJ

May 2022 – Sep 2022

- Streamlined backend processes, reducing system response time by 25% through optimized code and database queries.
- Developed and deployed automation scripts in Python, increasing data processing efficiency by 30%.
- Integrated RESTful APIs for seamless communication between frontend and backend services, enhancing system functionality.
- Collaborated with cross-functional teams to deliver project requirements within tight deadlines, ensuring stakeholder satisfaction.
- Technologies: Node.js, Express.js, Python, MySQL

**Hardware and Software Assistant**, Pearl Computer – Borsad, GJ

Jul 2021 – Apr 2022

- Diagnosed and resolved hardware and software issues for over 50 clients monthly, ensuring prompt service delivery.
- Provided technical support for Microsoft O365, Active Directory, and network troubleshooting, maintaining 99% system uptime.
- Conducted installations and upgrades for hardware and software systems, improving operational efficiency for clients.
- Implemented streamlined troubleshooting workflows that reduced resolution time by 20%, enhancing customer satisfaction.

## Education

**Diploma in Computer Programming**, Conestoga College – Waterloo, ON

GPA: 3.51/4.00

Graduated with Distinction

Relevant Coursework: Web Development, Networking, Systems Analysis, Software QA, Mobile App Development

**Bachelor of Computer Applications**, Manipal University – Jaipur, IN

Relevant Coursework: Python, Mobile App Development, Data Structures, Machine Learning, Software Engineering, Cloud Computing, Network Security, Practical Problem-Solving

## Projects

### Muzic

An audience-driven music recommendation app allowing users to vote for songs during creator streams. React, SaaS, and OAuth for secure user management. .

*Technologies:* Express.js, React, SaaS, OAuth, Prisma

### CaptionCraftAI

An AI-powered tool that generates captions for images and posts, helping users create engaging content for social media platforms.

*Technologies:* Next JS, Tailwind CSS, Gemini AI API, Payment Gateways, Stripe, OAuth, PostgreSQL

### FilmyBox

A movie and TV show catalog application enabling users to search, browse, and view details about films and series.

*Technologies:* React, Node.js, TMDb API

### QuickMail

A professional email generation tool with features such as tone selection (formal, casual, etc.), AI-powered content creation, and accessibility-focused design.

*Technologies:* Vite, React.js, Gemini API