

Madhusree J

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CAREER SUMMARY

I am a highly skilled Appliaction Support Engineer with over 2.8 years of experience, now transitioning into Full Stack Developer with certification in MERN Stack. Proficient in building dynamic web applications using MongoDB, Express.js, React.js and Node.js with hands on project experience. Aiming to join an esteemed organization which offers challenging assignments and career growth prospects.

EDUCATION

Jeppiaar Institute of Technology, Chennai <i>B.Tech (IT)</i>	78% <i>Aug 2017 – Aug 2021</i>
St.Joseph of Cluny Mat.Hr.Sec School, Neyveli <i>HSC</i>	75% <i>Jun 2016 – Jun 2017</i>
St.Joseph of Cluny Mat.Hr.Sec School, Neyveli <i>SSLC</i>	90% <i>Jun 2014 – Jun 2015</i>

EXPERIENCE

Application Support Engineer <i>Bahwan CyberTek</i>	Sept 2021 – May 2024 <i>Chennai, Tamilnadu</i>
<ul style="list-style-type: none">• Worked as a L2 Xstore techno-functional consultant for POS system Application.• Experience in working with Xstore, Xenvironment, Xadmin, ORCE.• Provided expert live application support to clients such as login issue, discount issue, transaction failures, Xstore system application issue and resolving technical issues• Also been a part of infrastructure support, resolving hardware issues of POS devices such as POS offline, network issue, printer and scanner issues.• Extensive knowledge of retail POS processess which includes sales and return process, store opening and closing.• Collaborated with clients and development teams to analyze and troubleshoot complex problems, resulting in quicker issue resolution.• Knowledge on complete application related issue and analyzing PosLog.• Has been a part of deployment activities by checking and updating the daily maintenance activity and troubleshooting the failures in deployment activities.• Complete Hands on experience on Xadmin and ORCE.• Pushing the missing transactions to Xadmin.• Conducted Quality Analysis over 500+ incidents.• Created and maintained technical documentation for troubleshooting procedures.• Has been a part of Job Monitoring by tracking the job failures and informing it to the respective team for quicker resolution.• Also been a part of MIM by facilitating resolution of high-priority issues by creating effective bridges of communication and collaboration among diverse teams.	

TECHNICAL SKILLS

Languages	: JavaScript, HTML, CSS
Frameworks	: React, Express, Node.js
Databases	: MongoDB, MySQL
Dev Tools	: Visual Studio Code, MongoDB Compass, Postman, Git

PROJECTS

Online Assessment Platform Application

React.js, Node.js, Express, MongoDB, Git, Netlify

[Front-end Source Code](#)

[Back-end Source Code](#)

- Designed and developed a online assessment website providing real-time exam creation, student participation and result tracking using **HTML, CSS, Bootstrap, JavaScript and React framework**.
- Implemented advanced proctoring features like screen sharing to ensure exam integrity.
- Created interactive graphs to visualize student's exam scores and track performance trends over time.
- Created RESTful API's with **Node.js and Express.js** for efficient communication between front-end and back-end.
- Integrated **MongoDB** as a database to store user data, assessment questions and results securely.
- Deployed the platform using **Netlify**.

CERTIFICATIONS

- Certified MERN Full Stack Developer by **Guvi(IIT-M incubated company)** - Nov 2024.