

MELSIYA J

LinkedIn : MelsiyaJ

SOFTWARE DEVELOPER

Dedicated and adaptable professional with a proactive attitude and the ability to learn quickly. Strong work ethic and effective communication skills. Eager to contribute to a dynamic team and support organizational goals.

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Tenkasi, Tamil Nadu-627860

SKILLS

- Programming Languages: C, C#, C++, Java, Python, JavaScript
- Frameworks & Technologies: Node.js, React, .NET
- Databases: MySQL, MS SQL
- Tools: Visual Studio, Visual Studio Code, Git
- Methodologies: Agile
- Soft Skills: Problem-solving, strong communication, and interpersonal skills
- Other: Familiarity with networking, cloud services, and reporting software; experience in gathering and analyzing customer feedback

EDUCATION

B.E in Electrical and Electronics Engineering

JP COE, Anna University, 2020 | CGPA: 8.01

HSC

Baren Bruck HSS, Surandai, 2016 | Percentage: 86.75

SSLC

Baren Bruck HSS, Surandai, 2014 | Percentage: 96.85

CERTIFICATONS

Honors Diploma in Computer Applications (**HDCA**)
Certified by CSC

EXPERIENCE

Junior Software Developer

Syncfusion | Chennai

May 2022 - Oct 2022

- Assisted in developing and maintaining *Bold Reports* software product using ASP.NET and C#.
- Implemented user interface changes based on customer requests.
- Collaborated with QA to enhance test coverage and software quality.

Technical Support Engineer

Syncfusion | Chennai

Nov 2022 - Feb 2023

- Provided technical support for Bold Reports, resolving installation and configuration issues.
- Diagnosed complex software issues via remote support tools and effective communication.
- Collaborated with development to report bugs and suggest enhancements.
- Maintained documentation, reducing support ticket resolution time by 30%.
- Gathered customer feedback to inform product development.
- Utilized JIRA for tracking support requests.

Demo Engineer

Syncfusion | Chennai

Mar 2023 – Present

- Designed and delivered engaging product demonstrations for Bold Reports.
- Conducted live demos tailored to client needs.
- Created demo scripts and documentation for consistent messaging.
- Analyzed demo feedback to inform product improvements.