Sanidhya Mishra

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[LinkedIn](#) [GitHub](#)

Professional Summary

Application & Technical Support professional with strong experience delivering Tier 1–3 support across desktop, application, and user environments. Proven ability to troubleshoot complex technical issues, support high-profile users, and document incidents following ITIL best practices. Hands-on experience with Windows environments, Active Directory, Microsoft 365, hardware/software deployment, and customer-focused technical support. Adept at prioritizing workload, collaborating with cross-functional teams, and providing secure, reliable IT services in fast-paced environments.

Skills

- Languages: JavaScript (ES6+), HTML5, CSS3, Python
- End-User & Application Support: Tier 1–3 support, incident & problem resolution.
- Tools: Git, GitHub, Jira, Postman, Firebase.
- SEO & Web Optimization: Core Web Vitals.
- Database: PostgreSQL, MongoDB
- Networking (Support Level): TCP/IP, DNS, DHCP, VPN, LAN/Wi-Fi troubleshooting
- IT Service Management: ITIL processes, ticketing systems, documentation
- Optimization & Testing: Performance Tuning, executing experiments
- Security & Compliance: Cybersecurity best practices, secure access control

- Frontend: React.js, Next.js, Tailwind CSS, Responsive Design, React Native (basic)
- Backend & APIs: Node.js, Express.js, RESTful APIs, PostgreSQL, MongoDB
- Security & Compliance: JWT Authentication, OAuth 2.0
- Deployment : Vercel, Netlify, Railway
- Communication, Team Collaboration, Problem Solving, Attention to Detail
- Microsoft Ecosystem: Microsoft 365, Outlook, Teams, SharePoint, OneDrive
- Hardware & Asset Management: Laptops, desktops, printers (HP/Ricoh), mobile devices
- Quality & Delivery: Code Quality Assurance, pair programming.
- Operating Systems: Windows 10/11, Windows Server (user & file management), Linux (basic)

Professional Experience

Application Support Intern
Edu Tutor, Canada   **February 2025 – April 2025**

- Provided application-level support for a web-based learning platform, resolving user-reported issues via structured troubleshooting.
- Assisted with deployment, configuration, and functional testing of application features to ensure stability and usability.
- Documented incidents, root causes, and resolutions to improve platform reliability and knowledge sharing.
- Supported users with account access, permissions, functionality issues, and general technical guidance.
- Collaborated with developers and stakeholders to escalate and resolve complex application issues.
- Developed and implemented major portions of the application's user interface using React.js, leveraging functional components, hooks (useState, useEffect), and reusable UI components to build responsive and maintainable features.

Web Developer Internship   **March 2024 - Dec 2024**
Centennial College

- Created responsive web pages using HTML, CSS, JavaScript, and React.
- Worked on connecting REST APIs and optimizing performance.
- Collaborated with other developers in an Agile environment.

Full Stack React Developer
KAIZEN IT Service, India   **January 2021 – December 2023**

- Contributed to developing and enhancing user-facing features using React.js.
- Implemented state management using Context API and Redux to handle complex application states.
- Created and integrated CRUD operations with RESTful APIs to manage data dynamically.
- Assisted in testing, debugging, and resolving UI issues to improve user experience.
- Collaborated closely with the development team using Git and GitHub for version control and code reviews.
- Gained experience working in an Agile team environment and participating in regular stand-up meetings.

Projects

Riipen Project – EduTutor
- Built interactive Documents, Quizzes, and Chat Box components with React.
- Used hooks, conditional rendering, and lazy loading for optimized performance.
- Implemented tooltip overlays, quiz validation, and hover indicators for intuitive UX.

[Student Course Registration System](#) | MERN Stack
- Developed a full MERN stack app with secure login, course selection, and role-based views.
- Integrated bcrypt, JWT, and Mongoose for authentication and data handling.
- Utilized Postman for REST API testing.

[Portfolio](#) | React.js
- Designed and developed a responsive personal portfolio using React.js, featuring sections for projects, skills, and contact, with modular components and seamless navigation via React Router.
- Styled the website using Tailwind CSS with dark/light mode support, and integrated GitHub, LinkedIn, and external project links to showcase technical capabilities.
- Deployed the site on **Vercel** for fast performance and accessibility, ensuring mobile responsiveness and cross-browser compatibility.

Education

- **Software Engineering Technology (Advanced Diploma)**
  Centennial College, Toronto, Ontario, Canada

- **Bachelor's in Computer Applications**

Certificates
- **Full Stack Developer**