JANIGA SURESH
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Academic Qualifications
Mobile Application Design and Development   May 2021 - Present
Lambton College, Toronto

Project: Notes App

- Created Notes App using both Android and IOS platform.
- Researched user behaviours, interests, and statistics.
- Planned, designed, developed, and deployed, involved in complete software development lifecycle.
- Implemented Activities, Fragments, Room Database, and fused location provider client.
- Used MVC pattern to develop the applications.
- Expertise in using XCode and Android Studio software development environment tools.
- Used XML to write template codes in Android Studio
- Expertise in Programming languages such as Java, Swift, JavaScript and MySQL database technologies.
- Populated views by fetching APIs from servers.
- Collaborated with a team of four people to achieve high quality mobile apps.
- Tested Notes App on both Android SDK and IOS SDK simulators.
- Installed the Notes App application on Android and IOS physical devices.

Technical Skills

- Programming languages: Java, Swift, JavaScript, XML, HTML5, CSS, MySQL.
- Operating Systems: Windows, Linux, MacOS.
- Integrated Development Environment: Android Studio, XCode, VSCode, IntelliJ, Eclipse.
- Software Development Kit: Android SDK, iPhone SDK.
- Repositories: GitHub
- Build Tools: Maven, Gradle.
- Design patterns: MVC, Singleton.
- Servers: Apache, TomCat.

Experience
Digital Interaction Advisor-AT&T   Aug 2020- Feb 2021

Hyderabad, India

Role:

- Provided services for the clients in North America.
- Provided exceptional customer service over the phone and in chat boxes
- Responded to the telephone inquiries, providing quality service to customers and associates inquiring about the availability of products or status of orders.
- Listen attentively to caller needs to ensure a positive customer experience.
- Access electronic and paper cataloging systems to look up product information and availability.
- Strive for quick complaint resolution; commended by supervisor for the ability to resolve problems on the first call and avoid escalation of issues.
- Excel within a service-oriented company, demonstrating a talent for communicating effectively with customer from diverse backgrounds.
- Ensured customers were satisfied with every part of the flooring experience, from initial greeting through order completion.