

# Jaimin Hapani

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## Education

### Seneca College

Post Graduation, Cyber Security and Threat Management

Toronto, Canada

Jan 2021 – Aug 2021

### George Brown College

Post Graduation, Mobile Application Development and Strategy

Toronto, Canada

Jan 2020 – Dec 2020

### Gujarat Technological University

Bachelor of Engineering, Computer Engineering

Gujarat, India

Aug 2015 – Apr 2019

- Exchange Program at Laurentian University, Canada

## Work Experience

### CIBC - Canadian Imperial Bank of Commerce

Toronto, Canada

Senior Application Developer | Technical Lead

Mar 2023 – Sept 2024

- Project management and strategic planning of impactful projects guided, ensuring seamless coordination among business analysts, stakeholders, and technical teams
- Led end-to-end coordination for over **200+ form-based solutions**, ensuring alignment across business, development, QA, and deployment teams
- Directed over **6+ members** remotely, managing project scope, task assignment, and milestone monitoring to deliver 100% on time
- Managed a cost-saving initiative where redundant business processes were recognized and streamlined, and this resulted in saving **over \$150,000** annually
- Executed impact analysis, risk assessment, and stakeholder communication, in sync with technical solution and business objectives
- Directed the deployment model and managed the environment with Azure, Jenkins, ensuring operational stability

### BestBuy Canada

Ontario, Canada

Team Lead, Technical Support (Geek Squad agent)

Sept 2021 - Nov 2022

- Supervised a team of technical supports representative, enabling performance improvement and ensuring high levels of customer service
- Escalation management and advanced troubleshooting, enhancing customer satisfaction and issue resolution effectiveness
- Developed and implemented training programs for new hires, enhancing team knowledge and productivity
- Actively involved in developing support processes for leadership, resulting in **30%** increase in service efficiency

### Chowdhury Aktar & Associates

Montreal, Canada

Mobile Application Developer – Co-op

Sept 2020 - Nov 2020

- Developed mobile applications by actively collaborating in the planning, coding, and deployment of well-structured, standards-compliant software
- Supported the entire application lifecycle by developing concepts, designing, implementing, and maintaining applications
- Designed user-friendly interface, enhancing usability by **30%** and accessibility for an improved user experience

### Narola Infotech Solutions LLP

Surat, India

Software Developer

Nov 2018 – Dec 2019

- Designed, developed, and maintained Android applications, delivering high-quality user experiences
- Implemented new features and enhanced existing functionalities, performance, quality and responsiveness while boosting user engagement by **20%**
- Ensured application performance, quality, and responsiveness through optimization and troubleshooting

## Skills

- **Leadership:** Project Leadership & Execution | Stakeholder communication | Cross-Functional Team Management | Team Building & Mentorship | Conflict Resolution | Decision Making & Strategic Thinking
- **Management:** Risk & Change Management | Process Optimization & Cost Reduction | Agile & Traditional Methodologies | Resource Allocation | Performance Tracking | Business Process improvement
- **Programming Languages:** Java | JavaScript | CSS | HTML | XML | Python
- **Frameworks & Database:** Angular | Spring Boot | Hibernate | REST Services | MySQL | Firebase | PostgreSQL
- **Cloud Platforms:** Amazon Web Services (AWS) | Microsoft Azure
- **Tools:** Git | Bitbucket | JIRA | Jenkins | Postman | SmartComm | MSOffice | Application Lifecycle Management (ALM)

## Extracurriculars

### Team building and Event Coordination

- Coordinated and led team-building games, social events, and festival activities to enhance employee engagement, foster collaboration, and enrich the overall office experience

### Volunteer, Toronto Island Run

- Assisted in organizing the Toronto Island Run by coordinating tasks, distributing water, and supporting the Start2Finish mission, while enhancing participant engagement through interactive activities

### Certified Associated in Project Management | PMI (On going)