Jaini Topiwala

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**Mobile:** +1 (905)-783-5973 | **Portfolio :**

**Work Experience**

**Dr. Sonia Sharma Dental Office** — **Customer Service Representative** Feb 2023 – Apr 2024

Brampton, ON

* Increased patient show-up rates by 25% by implementing targeted recalls and friendly reminders using RecallMax, effectively managing and tracking patient appointments.
* Cultivated stronger patient relationships by engaging with over 200 patients daily through calls, emails (using Outlook), and texts, enhancing personal development and multitasking skills.
* Enhanced patient experience by providing clear and empathetic responses to inquiries, resulting in a 30% surge in patient feedback scores through proactive care and problem resolution, fostering improved patient understanding and satisfaction.

**Nice Software Solution** — **Android Developer** Feb 2020 – March 2022

Anand, GJ, India

* Enhanced application performance by 30%, leveraging advanced Java programming and Android Studio optimization tools to enhance responsiveness and uphold high code quality standards.
* Spearheaded the conversion of user interface designs into functional code, using Android SDK and Figma for UI/UX design integration, enhancing user experience and achieving a 15% increase in application stability.
* Streamlined development by 25% with IntelliJ IDEA and enhanced team collaboration through daily stand-ups and Microsoft Teams, ensuring alignment and a harmonious work environment.

**Education**

**Sheridan College, Brampton •** April 2024

Applied Science & Technology, Diploma of Computer System Technician – Software Engineering

*Courses***:** Enterprise Java Development, Software Design Fundamentals, .NET Technologies using C#, Cloud Enabled Network.

**Gujarat Technological University, Gujarat •** June 2019

Applied Science & Technology, Diploma of Computer Engineering

**Skills & Interests**

**Programming & Frameworks:** Java, C, C++, C#, PHP, Python, SQL, PL/SQL, Linux Shell, Assembly, ADO.NET, Spring Boot

**Web & Mobile Development:** HTML, CSS, JavaScript, Ajax, JSON, TypeScript, Angular, React, Node.js, MERN

**Database & Cloud Computing:** NoSQL (MongoDB), MySQL, Oracle, SQL Server, VPC, Cloud Networks, S3, RDS, Load Balancing, SaaS, PaaS, Docker

**Tools:** Git, GitHub, Figma, Adobe XD, Canva, Postman, NetBeans, IntelliJ, Workbench, Junit Test, Selenium

**Soft Skills:** Software Development, Documentation, Networking, Information Systems, E-commerce, Communication, Teamwork, Solution-Oriented, Attention to Detail, Interpersonal Skills, Adaptability

**Certification**

**Atlassian Agile Project Management Professional Certificate** –Scrum, Jira Cloud, Agile, Lean. - **Atlassian & LinkedIn**

**Become a Software Developer** – Fundamentals, HTML, CSS, JavaScript, Python, C#, SQL, Web Security. - **LinkedIn**

**Become a Frontend Developer** – HTML, CSS, JavaScript, React, Modern API, Web foundation & techniques. - **LinkedIn**

**Software Development Professional Certificate** – Fundamentals, Python, Beyond the Fundamentals. - **Microsoft & LinkedIn**

**DevOps Professional Certificate** – DevOps Foundations, Infrastructure as code, CI/CD pipeline. - **PagerDuty and LinkedIn**

**Projects**

***E-commerce Website*:** Food Delivery website using MERN stack and Stripe for payment - In Progress

***E-commerce Website*:** Cake e-commerce site with ordering & many other features, using HTML, CSS, JavaScript, jQuery.

***Personal Portfolio*:** Responsive website to showcase projects and skills, using HTML, CSS, JavaScript.

***Spotify Clone*:** Responsive Spotify clone with music features, using React & Tailwind CSS.

***Infobloom Tech Solution*:** Designed user interfaces and prototypes, using Figma & Canva.

**Volunteering**

*Infobloom Tech Solution* — UX/UI DeveloperApr 2024 – Present

Remote