Jaini Topiwala

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**Work Experience**

**Software Developer Intern** **– RepSwap Technical Solutions**  Sep 2023 – Aug 2024

Remote Work

Technologies: Git, Selenium, Figma, Netlify, SDLC, .NET, MVC, AWS, OOP, Junit, Agile methodology

* Aided with UX/UI designers using Figma to create prototypes aligned with technical feasibility, accelerating project timelines by 15% through design iterations and responsive UI/UX enhancements.
* Worked with designers, product managers, and QA engineers to align development goals with business objectives, improving cross-functional collaboration, resulting in reduction in post-release bugs.
* Compiled OOP concepts such as inheritance, encapsulation, and polymorphism to develop modular and maintainable codebases, reducing code complexity by 10% and improved code reusability across projects.
* Orchestrated deployments on Netlify and AWS, optimizing scalability and reducing infrastructure costs, implementing monitoring and alerting systems to ensure uptime and issue resolution.

**Customer Service Representative – Dr. Sonia Sharma Dental Center** Jan 2023 – Aug 2023

Brampton, Canada

* Merged advanced appointment management systems and implemented personalized reminders, reducing appointment conflicts and lowering missed appointments.
* Managed over 180 daily patient interactions using CRM software, achieving a 95% customer satisfaction rate, resulting an improvement in service delivery based on patient feedback.
* Prepared targeted communication strategies & empathetic response techniques, leading to a growth in patient retention.
* Improved communication and coordination among dental staff, optimizing workflow efficiency, implementing team collaboration tools, reducing administrative errors by 10%.

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

Anand, India

Technologies: Java, Figma, Android SDK, Agile méthodologies, External libraires and APIs

* Led Devised Android applications using Java and OOP principles, ensuring code reusability and scalability, achieving an improvement in app performance metrics through code structures and algorithms.
* Bolstered UI/UX designs from Figma, enhancing user experience and visual appeal, reducing design-to-development time by 10% through streamlined design integration processes.
* Mobilized third-party SDKs and external libraries to extend app capabilities and integrate with APIs, improving feature development efficiency and accelerated time-to-market for new app releases.
* Practiced Agile Scrum methodologies, enhancing productivity through adaptive planning, sprint planning, and stand-ups.

**Education**

**Sheridan College, Brampton •** April 2024

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

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

Applied Science & Technology, Diploma of Computer Engineering

**Skills**

**Technical:** .NET Core, Java, HTML, CSS, JavaScript, React, Angular, Spring Boot, SQL, NoSQL, AWS Cloud, Figma, Selenium

**Skills:** E-Commerce, Jira, Documentation, UI Design, Responsive Web Design, Project Management, Database Development

**Soft Skills:** Time Management, Teamwork, Communication, Analytical Skills, Leadership, Interpersonal Skills, Networking

**Certification**

Atlassian Agile Project Management Professional Certificate, Atlassian                                                           2024

Become a Software Developer, LinkedIn                                                                                                             2024

Career Essentials in Software Development by Microsoft & LinkedIn, Microsoft                                           2024

Explore a Career in Front-End Web Development, LinkedIn                                                                                 2024

**Projects**

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

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

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