JAYA NARAYANASAMY

Dedicated IT professional with 5+ years of experience in software development, Quality assurance, Cybersecurity, Technical Support and Data Governance. Currently pursuing a Master's degree in Information and Communications Technology.

📍 **Sunshine Coast, QLD**

📞 **0466 242 015**

✉ **mailto:njayacareer@gmail.com**

in **LinkedIn**

EDUCATION/TRAINING

MASTER OF INFORMATION AND COMMUNICATIONS TECHNOLOGY, Expected completion 06/2025
University of The Sunshine Coast - Sunshine Coast, QLD

BACHELOR OF COMPUTER SCIENCE AND ENGINEERING, Completed 04/2018
Arasu Engineering College Anna University - Tamilnadu, India

- **Full Certifications Portfolio**
- **Professional Portfolio**

EMPLOYMENT HISTORY

DATA GOVERNANCE AND CYBERSECURITY OFFICER, 11/2024 – CURRENT
Sunshine Coast Council – Queensland, Australia.

- Provide administrative and IT support across teams, ensuring timely service and compliance with legislative frameworks.
- Operate EDRMS and RemedyForce ticketing for efficient data retrieval and tracking.
- Assist in ICT procurement, vendor coordination, and compliance with contracting policies.
- Perform routine hardware/software troubleshooting, OS installation, Active Directory updates, and Windows 11 rollouts using SCCM.
- Conduct regular security assessments, implement vulnerability remediation strategies, and support firewall/log monitoring under Essential 8.
- Use Netskope for risk scoring; perform assessments and make recommendations on software security upgrades.
- Creating a Gap analysis document for important software security services following Essential 8.

TEST ENGINEER, 03/2023 – 06/2023
Acentra Health – Chennai, India

- Designed and executed detailed test plans, defect logs, and QA documentation in compliance with company standards.
- Collaborated with developers and testers for real-time bug resolution and issue tracking.
- Reduced product defects through root cause analysis and test automation strategies.
- Mentored junior team members on scripting, documentation, and tools use.

SALESFORCE TESTER, 01/2022 - 01/2023
GENPACT INDIA PRIVATE LIMITED – Chennai, India

- Streamlining QA processes for better efficiency, implementing standardised test cases across multiple projects.
- Managing the defect reporting process, ensuring clear communication with stakeholders regarding issue status and resolution timelines.
- Establishing performance benchmarks.
- Mitigated risk in software releases by consistently detecting critical defects during the testing phase. Salesforce helpdesk testing and reporting.
- Developing and maintaining quality assurance procedure documentation and documenting all testing.

SENIOR SOFTWARE ENGINEER, 03/2019 - 01/2022
Capgemini Technology Services India Limited – Chennai, India

- Enhance the web applications (IWIN, Agent, FI PPL) to make paperless insurance policies.
- Involved in several phases of the project, including requirement gathering, requirement analysis, design, and development, bug fixing.
- Design and development of custom requirements using Java, Spring, Spring MVC, Spring REST API, Hibernate, JPA, JSP, JavaScript, SQL with DB2 connectivity.
- Performed Defect fixing and daily deployment.
- Presented implementation Demo, HLD Review, ITP Review to client. Performed UTP, ITP, ITST for implemented requirement.
- Provided Knowledge transfer and guidance to freshers. Assisting QM team for understanding functionality and implementation requirement.
- Trained in Java Full Stack Development.

Technical Skills

Security & Infrastructure: Vulnerability Assessment, Network Security, Patch Management, Incident Response, Active Directory, SCCM.
Languages: Java, Python, SQL, JavaScript, HTML5, CSS, Selenium.
Platforms & Tools: Salesforce, Netskope, Crowdstrike, Mimecast, Palo Alto, RemedyForce, EDRMS.

Soft Skills

Organised, collaborative, and solution-oriented, with a commitment to continuous improvement. Excellent communicator and team player who thrives in multicultural, fast-paced environments. Recognised for initiative, adaptability, and a customer-first approach.

PERSONAL ACHIEVEMENT

- **Student Ambassador** for international students at the **University of the Sunshine Coast.**
- Collaborated with **Study Queensland** to promote Queensland as a top study destination. Featured on their official website.
- Written **Testimonial** about my personal growth featured on the University of the Sunshine Coast's website.
- Consistently recognised for high performance in software development and quality assurance.
- State level Volleyball Player.

ADDITIONAL INFORMATION

- ✓ **Languages**: English and Tamil
- ✓ **Interests** : Yoga, Fitness, Technology, and Upskilling

REFERENCES AVAILABLE UPON REQUEST