# 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

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in LinkedIn

## SOFT SKILLS

- Intuitive, reliable and customer-service driven.
- Organised, detail-oriented and thorough.
- Time-management, problem-solving and analytical abilities.
- Strong communication, written and visual skills.
- Friendly, proactive, and innovative team player.
- Collaborative team player with excellent interpersonal skills.

## HARD SKILLS

- Business administration and technical support
- Incident Response, Risk Assessment, Firewall Management
- Cyber and network security
- Data analytics and engineering
- Threat analysis and vulnerability assessment
- Salesforce, Software testing, and developing.
- Java, SQL, Python, HTML5, CSS, JavaScript

## 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

- Cisco Certified Network Associate (CCNA) 2018
- Oracle Certified Associate, Java SE 8 Programmer - 2019
- Automation Engineer Practitioner Certificate -2021
- Introduction to Social Media Marketing - 2023
- Microsoft Certified: Security, Compliance, and Identity Fundamentals- 2023
- Python Certification (Information Technology Specialist) - 2023
- Microsoft Azure Data Fundamentals - 2024
- Cyber Aware Professional Pathway Certificate from the University of Tasmania (UTAS) -2025

## EMPLOYMENT HISTORY

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

- Providing administrative and support services to customers and staff in a timely and proactive manner, ensuring adherence to relevant legislation and assessment framework.
- Hands–on experience on EDRMS and remedy force ticketing systems to retrieve data efficiently.
- Contributing to the identification of new initiatives and enhancements to systems and processes to achieve improvements in workflows and outcomes.
- Managing business administration and support functions, including data entry, record management, financial transactions, and meeting coordination, ensuring deadlines are met through effective communication across teams.
- Ensuring the ICT department's compliance with the Procedure and contracting policies.
- Assisting in managing the procurement of ICT software and maintaining vendor relationships.
- Developing and maintaining forms and procedure manuals to enhance team efficiency and ensure consistency in processes.
- Hardware and software troubleshooting and resolution.
- Installing OS, rebuilding computers, and using Active Directory and SCCM management for Windows 11 rollout.
- Developing and maintaining new security policies and procedures and conducting regular security audits.
- Investigating and responding to security incidents, implementing and maintaining security controls, reducing virus and malware infiltration risk.
- Monitor email gateway, spam management, firewall changes and logs, following Essential 8 procedures.
- Managing cyber security to comply with council policies and practices.
- Performing regular security assessments and patching systems and software with the latest security updates.
- Analysing risk scores for the websites and applications using Netskope data.
- Performing risk assessment for the new software requests using the council's template.
- Providing recommendations for systems upgrades and configurations changes in response to vulnerability results.

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

- Developing and maintaining all test plans, procedures, results, and defect tracking databases in accordance with company policies.
- Collaborating with development teams to identify, reproduce, and resolve software issues promptly and accurately.
- Optimising processes with emphasis on continuous business improvement.
- Supporting timely project completion through efficient prioritisation and execution of test tasks.
- Facilitating effective communication between developers and testers, fostering collaboration in resolving issues quickly.
- Reducing product defects via thorough root cause analysis and implementing corrective actions.
- Creating comprehensive test plans, test scripts, and use cases to support testing objectives. Mentoring junior team members, sharing best practices in test engineering techniques and tools usage.
- Increasing product reliability, conducting rigorous stress testing on new features before release.

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

- Collaborating with cross-functional teams to ensure seamless integration of new features and bug fixes.
- Streamlining QA processes for better efficiency, implementing standardised test cases across multiple projects.
- Managing defect reporting process, ensuring clear communication with stakeholders regarding issue status and resolution timelines.
- Promoting a culture of continuous improvement and expanding team knowledgebase.
- Establishing performance benchmarks.
- Mitigated risk in software releases by consistently detecting critical defects during the testing phase.
- Creating a community where the customers can create, update, and manage their cases/invoices.
- 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.

## PERSONAL ACHIEVEMENT

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

**PORTFOLIO: HTTPS://JAYALAKSHMINARAYANASAMY.GITHUB.IO/PORTFOLIO_JAYA/**

## ADDITIONAL INFORMATION

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

REFERENCES AVAILABLE UPON REQUEST