

Jismi Therly Jose

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SUMMARY

I am a graduating IT Programmer Analyst student from LaSalle College, looking to obtain an internship where I can apply my skills and knowledge I have learned throughout my studies. I am seeking a challenging position to gain hands-on experience in software development and contribute to the success of a dynamic organization.

EDUCATION

AEC –Information Technology Programmer-Analyst

2023 – Present

LaSalle College Montreal, QC

Core Courses: Advance Object Orient Programming (95%), Web Client Development (99%)

BAC- Electronics and Communication Engineering

2010 – 2014

College of Engineering Munnar

Kerala, India

EXPERIENCE

Fulfillment Associate

April 2023 – Nov 2023

GoodFood Market Corp

Montreal, Canada

- Assess and verify meal kit contents to ensure quality and completeness.
- Contribute to efficient picking, packing, and preparation of meal kit orders for shipment.

IT Support Associate

2022 – 2023

Cummins Arabia FZCO (Cummins Inc JV)

Dubai, UAE

- Provide technical account management for customers resolving issues and escalating when appropriate.
- Perform troubleshooting and resolve IT issues, ensuring effective management and support.
- Analyze recurring issues by encouraging root cause analysis using a formal problem-solving approach.
- Develop session notes and document complaints in appropriate systems.

Application Support Engineer

2019 – 2022

RetailGreen, Inc

Dubai, UAE

- Maintain accurate and up to date incident records in ServiceNow.
- Collaborate with team members to ensure efficient support and issue resolution for the eReceipt application.
- Review and generate failure reports and daily sales reports in the application.

VOLUNTEERING

HSE Awareness Program Team Member

2022 – 2023

Cummins Arabia FZCO

Dubai, UAE

- Promote health, safety, and environmental awareness initiatives within the organization.

SKILLS & KNOWLEDGE

Technical Skills

Languages: C#, C++, Java, Swift, PHP, Python, HTML, CSS, JavaScript

Databases: MSSQL Server, MySQL, Oracle, MongoDB

Office software: MS Office Suite, Adobe Photoshop, Adobe XD, MS Visual Studio, SharePoint

Languages: Beginner: French Fluent: English Intermediate: Hindi

Personal Skills: Problem Solving, Positive Reinforcement, Communication, Critical Thinking, Drive for result, Task Prioritizing