

# JOBIN DAS

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Experienced IT professional with expertise in technical support, system administration, and software engineering. Proficient in hardware/software troubleshooting, IT service management, and automation using PowerShell. Skilled in developing scalable applications, API integrations, and security compliance, with hands-on experience in Agile methodologies. Strong collaborator, working with IT teams, vendors, and stakeholders to optimize operations and drive innovation.

## KEY SKILLS

- ✓ **IT Service Management & Collaboration:** ServiceNow | Archibus | Jira | Confluence | TFS | Deskpro | SharePoint | Asana ✓
- ✓ **Software Development & Frameworks:** Symfony | Laravel | Yii | REST | GraphQL ✓
- ✓ **Databases & Cloud:** MySQL | MongoDB | Redis | Firebase | Azure ✓
- ✓ **Automation & DevOps:** Docker | Jenkins | PowerShell | PHP-Unit | Chai | JEST | Git | GitHub ✓
- ✓ **Networking & Security:** Active Directory | OS Imaging ✓
- ✓ **Enterprise & Productivity Tools:** MS Office | VS Code | PhpStorm | Agile & Scrum ✓
- ✓ **Business Domains & Solutions:** ERP | Inventory Management | POS | Logistics | API Development | Integrations | Analytics | E-Commerce | Framework Upgrades | Custom ERP Modules | Device API Integrations | Property Management | CRM ✓

## EXPERIENCE

### Associate IT Operations specialist – Full-time

September 2024 (Current)

#### TRS Staffing solutions, Calgary, AB

- System Administration & Deployment: Managed Active Directory configurations, OS imaging, software installations, updates, and IT asset documentation, ensuring operational efficiency and compliance.
- Technical Support & Incident Management: Provided Tier 1 & Tier 2 support, troubleshooting hardware, software, and network issues both remotely and onsite, minimizing downtime and optimizing IT infrastructure performance.
- Collaboration & Security Compliance: Partnered with cross-functional IT teams, vendors, and stakeholders to resolve escalated issues, enforce security best practices, and conduct user training on enterprise applications like Microsoft Office.

### IT Technician – Full-time

January 2023 – September 2024

#### Kelly Canada Ltd, Calgary, AB

- Technical Support & Troubleshooting: Delivered Tier 1 & Tier 2 technical support, diagnosing and resolving hardware/software/network issues remotely and onsite to ensure seamless IT operations.
- System Administration & Deployment: Managed Active Directory configurations, OS imaging, software installations, updates, and IT asset documentation for improved operational efficiency.
- Collaboration & User Training: Worked with cross-functional IT teams, vendors, and stakeholders to resolve escalated issues, providing user training on Microsoft Office and security best practices.

### Senior Software Engineer – Full-time

June 2020 - November 2022

#### PIT Solutions Pvt. Ltd, Kerala, India

- Software Architecture & Scalability: Designed and implemented scalable software architectures, frameworks, and design patterns, ensuring optimal system performance and operational feasibility while integrating best practices like Agile and Scrum methodologies.
- Code Quality & Security Compliance: Conducted comprehensive code reviews, audits, and refactoring, ensuring adherence to industry standards, security policies, and performance optimization, while driving innovation through emerging technologies.
- Technical Leadership & Collaboration: Led development teams, mentored junior engineers, and provided strategic technical direction, collaborating with cross-functional teams to deliver high-quality software solutions that align with business objectives.

- Senior Software Engineer – Full-time** July 2018 – June 2020
- Bluesky Technologies FZE, Dubai, UAE**
- Software Development Leadership & Architecture: Spearheaded end-to-end software development projects, ensuring timely delivery and adherence to Agile methodologies while optimizing system architecture for scalability and performance.
  - Technical Expertise & Code Optimization: Designed, developed, and debugged complex applications while implementing best practices for coding standards, performance optimization, and security compliance to ensure robust and efficient solutions.
  - Mentorship & Cross-Team Collaboration: Led and mentored development teams, provided technical guidance, and worked closely with stakeholders to align software solutions with business needs, driving innovation and continuous improvement.

- Software Engineer – Full-time** June 2016 – July 2018
- Bluesky Technologies FZE, Dubai, UAE**
- Software Development & Debugging: Designed, developed, tested, and optimized applications using diverse programming languages and frameworks, ensuring robust functionality and scalability.
  - Collaboration & Best Practices: Worked closely with senior engineers and cross-functional teams to implement Agile methodologies, conduct code reviews, and maintain version control for seamless development.
  - Troubleshooting & Deployment: Resolved complex software issues, supported application deployment across development, testing, and production environments, and proactively researched emerging technologies to enhance system performance.

- Intern (Software Developer)** May 2016 – July 2016
- White Oval Technologies, Kerala, India**
- Supported software development through coding, testing, debugging, and documentation while learning new technologies and best practices from senior developers.

- EDUCATION**
- Bachelor of Technology, Computer science and Engineering** June/2012 - May/2016
- University of Kerala, India

- CERTIFICATIONS**
- Google Cybersecurity Certificate
  - Certified in Cybersecurity, ISC2.org