

# Jhayvee Arai

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## SOFTWARE DEVELOPER

Highly motivated and skilled Software Developer with a comprehensive background in software application development, database management, and development tools. Graduating student from Mohawk College with a Diploma in Computer Systems Technician – Software Support and a bachelor's degree in computer engineering. Passionate about leveraging technology to create efficient and innovative solutions and committed to contributing effectively as a team member.

## KEY STRENGTHS

Agile Development Methodologies | Software Testing and Validation | Debugging and Troubleshooting | Microsoft Office Suite | Analytical Thinking and Problem Solving | Data-Flow Diagram (DFD) | Unified Model Language (UML) | Entity-Relationship Model (ERD) | Software Development Life cycle (SDLC) | Project Management | Customer Service | Teamwork and Collaboration

## TECHNICAL COMPETENCIES

- **Languages:** HTML, CSS, JavaScript, PHP, SQL, C#, Java, Python
- **Frameworks/Libraries:** VueJs, React, NodeJS, .NET, Material UI, React Native, Bootstrap, WordPress, jQuery
- **Tools:** Git/Github, Jenkins, Source Tree, Swagger UI, Microsoft Office, Postman, Jira, Microsoft SQL Server, Visual Studio Code, Redis, Selenium
- **Other:** JSON, XML

## EDUCATION

### Diploma - Computer Systems Technician - Software Support

August 2024

Mohawk College, Hamilton, ON

### Bachelor of Science in Computer Engineering

September 2020

Mapua University, Manila, Philippines

## WORK EXPERIENCE

### Crew Member (Part-Time)

March 2023 – Present

McDonald's, Hamilton, ON

- Employee of the Month for June 2024
- Provide excellent customer service by greeting customers, taking orders, and assisting with any inquiries or concerns.
- Demonstrate good communication skills and a positive attitude throughout all customer and team interactions.
- Assist with administrative tasks such as restocking inventory, monitoring stock levels, and completing paperwork as required.

## **Software Engineer**

**July 2022 – Jan 2023**

SAVII PH, Makati, Philippines

- Developed, coded, tested, and debugged a client-side system for an existing loan app using ReactJS.
- Designed and implemented basic technical solutions ensuring that business needs and requirements.
- Collaborated with the product owner and users to understand further the requirements.
- Helped release, test, and support their work during the release.
- Reviewed code written by others and held fellow engineers to code quality standards.
- Learned to use Agile development methodology to maintain schedules and organize product development and testing tasks.

## **Software Developer**

**Mar 2021 – July 2022**

Questronix Corporation, Makati, Philippines

- Worked under the Application Developers team of a local bank to develop and convert their manual operations to an automated and digital experience.
- Developed, designed, and maintained a client-side system that automates the Insurance Application process of the bank for the Operations team which consists of different roles and different functionalities in JavaScript using VueJs.
- Maintained front-end services also in VueJs, that generate sales leads on a messenger chatbot and contain a dashboard for internal operations.
- Maintained the bank's front-end services and database management using HTML, CSS, PHP, and MySQL.
- Provide documentation of the development.
- Work with clients on technical issues; including software designs and maintenance.
- Analyze information to recommend and plan the installation of the new systems or modify an existing system.
- Confer with project managers to obtain information on limitations or capabilities.

## **Technical Support Representative**

**June 2018 – Apr 2019**

Concentrix PH Inc, Manila, Philippines

- Improved customer service by assisting in the enhancement of the company's technical support process.
- Handled customer service issues by providing guidance or escalating for advanced support.
- Demonstrated advanced product knowledge to solve customer issues.
- Assisted customers with various technical issues via email, live chat, and telephone.