

KINJAL KUNJADIYA

Position: Full-Time

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PROFESSIONAL SUMMARY:

Looking for a role in a reputable organization to utilize my technical, database, and management skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the IT sector. Able to quickly and effectively resolve customers' technical issues. Skilled at maintaining positive communication even in stressful situations. Ready to leverage deep technical knowledge and amiable personal interactions to provide superlative technical responses.

TECHNICAL SKILLS:

- **Front-End:** JavaScript, React, CSS3, HTML5, Bootstrap, Redux, JQuery, Sass
- **Back-End:** Node.js, Express.js, MongoDB, SQL, Java, Python, REST
- **Testing** Jira, Jest, Selenium, Postman
- **Mobile:** React-Native, Swift
- **Tooling:** Git, Github, Azure, Azure DevOps, Office 365, AWS
- **Design/UX:** Photoshop, Sketch, Figma
- **OS:** Windows, Mac

SOFT SKILLS:

Negotiation, Organizational Leadership, Positive attitude, Presentation Skills, Decision Making, Organized, Risk-takers, Game-changers, Thinking outside of the box, Organization Skills

AREAS OF EXPERTISE:

- Technical Troubleshooting
- Hardware Configuration
- Software Installation
- Problem Diagnosis
- Phone & Online Support
- Preventive Maintenance
- Customer Service
- Technical Writing
- Teaching & Training
- Technical & User Documentation
- System Upgrade & Optimization
- Security, Backup & Recovery Solutions
- Analytical Thinking
- Process Improvement
- Strong Communication
- Test Execution & Reporting
- Scripting & Documentation
- Problem Resolution & Team Builder

EDUCATION:

Post Graduate Diploma - Mobile Application Programming (GPA: 3.9/4) **2020 - 2022**
Cégep de la Gaspésie et des Îles, Montreal, Quebec

Bachelor of Computer Application (CGPA: 8/10) **2014 - 2017**
Shree Uttar Gujarat BBA & BCA College, Gujarat, India

PROFESSIONAL EXPERIENCE:

Service Desk Technician

Oct 2019 - Jul 2020

Virani InfoTech, Surat, India

- Support end users in their use of applications such as Microsoft Office, ERP, CRM, VPN, and MDM (Mobile Device Management).
- Resolving problems with proper documentation with the ticketing system.
- Documents, maintains, upgrades, and software systems.
- Diagnose and troubleshoot end user desktop application issues and provide appropriate solutions and quality assurance.
- Ensure compliance with Quality Assurance Evaluation (Calls, chats, email, self-service interactions, and Tickets).
- Ability to multitask and stay calm under pressure, dealing with ongoing problems and deadlines.

Junior Software Developer

Apr 2017 - Sep 2019

TemplateMela, Surat, India

- Designed, developed, and tested artifacts of the mobile and web modules
- Refactored and data integration pipeline for web and mobile with the help of database
- Implemented my own optimum Sort procedure to handle sorting of a very large number of records (in millions) in the database
- Contributed to design discussions, code reviews, and code inspections
- Good understanding of Integration with REST services and JSON structures
- Ensured the efficiency, consistency, and accuracy of components, including writing automated tests, ensuring code coverage, and building functionality with a high-quality mindset
- Experienced with browser APIs and JSON & REST API architecture, with the ability to participate in API schema design and integration discussions
- Contributed to product development through coding, unit testing, and documentation
- Expertise in developing Single Page Application (SPA) and Responsive Web Design (RWD)
- Experienced in development using React Components, Event Handling, React Hooks, Routers, Conditional Rendering

Junior Software Developer Intern

Dec 2016 - Mar 2017

Tryon InfoSoft, Surat, India

- Worked as a part of the agile team and software development life cycle model
- Collaborated work with designers and front-end developers
- Documents and maintains support functionality for all development
- Participated in cross-team software process improvement initiatives
- Developed the application using the MVVM architecture to improve the code maintenance
- Learned and Implemented best UI/UX design patterns through Material Design guidelines and through Debugging, uncovered and fix bugs, crashes, and other issues
- Participated in brainstorming and user feedback sessions to gather input to apply rapid changes for prototype iterations

REFERENCES:

Available Upon Request