Lakshmy Jayalakshmy

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Career and Education Summary

My credo is to create and enable impactful technology and user-experience solutions for businesses.

Currently pursuing UX certificate program at Bentley University, Waltham. Completed the UX Design certificate program from American Graphic Institute, Woburn and online UX course certifications from Team W, Open2Study and Udacity.

Five plus years of diverse full-time experience in the IT industry including working for a multi-national company & a startup, playing the roles of developer as well as business analyst spread across retail and distribution domains with hands-on experience across all the phases of software development life cycle. Constantly recognized and rewarded for both individual and team playing abilities.

Also manage the export and import operations of my family business based in India.

Key Skills & Competencies

- Project experience in user experience design life cycle - requirements gathering, user research, user and task analysis, information architecture, wire-framing, low/high fidelity prototyping, usability testing, rapid application design and development, deployment, quality control, user experience/engagement measurement and data analytics
- Hands-on experience in front end responsive development and software life cycle processes
- Excellent written and oral communication, people management and team playing skills
- Mentoring team members on technical and domain know-how

Tools & Technologies

- UX : Adobe creative suite, Photoshop, Illustrator, Sketch, Balsamiq Adobe XD, InVision,
- UI : Wordpress, HTML , CSS, JavaScript, JQuery(novice), SASS(novice), BootStrap(novice)
- Working Environments: Atom.io, Eclipse(IDE) ,IntelliJ(IDE), Dreamweaver
- Client/Server : Core Java, Linux/Unix and tools such as HP QC, Putty, Cygwin, WinSCP, WinMerge, CVS versioning tool, Git, GitHub, Google analytics, Sun One Application Server, Tomcat and FormBuilder

Academics

- User Experience Certificate Program, Bentley University, Waltham, Boston, USA, Ongoing
- User Experience Certificate Program, American Graphic Institute, Woburn, Boston, USA, March 2019
- Bachelor of Technology, Computer Science and Engineering, Kerala University, Trivandrum, India, 2011

Other Certifications

- 'Intro to the Design of Everyday Things' certificate from Udacity, December 2018
- 'User Experience Fundamentals' certificate from The Team W, August 2018
- 'User Experience for the Web' certificate from Open2Study, August 2018
- Retail Level 1 certification from GAMAcademy, USTGlobal, Trivandrum, India, 2014
- ALPHA leadership certification from GAMAcademy, USTGlobal, Trivandrum, India, 2012

Professional Work Experience

Business Owner (Part Time)	Lakshmy Industries, India	Jan 2010 – present

- Currently the proprietor for this family-owned industrial business & primarily oversee its supply chain, order fulfillment processes personally along with a small closely held & trusted team of individuals.

Business System Analyst	Tachlog, India	Apr 2016 – Aug 2017

- Enhanced the front-end UI development on stand-alone applications using Java swing.
- Enabled changes to a custom inventory management application for a distributor by implementing features for account management, payment reconciliations and reporting processes.
- Helped improve a pharma client's operation by analyzing and optimizing custom software resulting improvement in performance and cost savings.
- As part of business process re-engineering program of a retail client, help consolidate their software applications along with enabling better reporting functionalities for their commercial function.

Senior Software Developer	UST Global, India	Mar 2012 – Mar 2016

- Provided software engineering services spanning operations such as requirements analysis, design and development, testing and deployment to H-E-B, a North American supermarket chain.
- The work included driving enhancements and maintenance on their Point-Of-Sale (POS) applications, interfacing with peripheral devices such as hypercom, printers, POS keyboards, EPS devices, gasoline kiosks while also enabling monitoring and reporting capabilities for their central office administrative systems, maintenance and repair operations for their pump stations.
- Roles and responsibilities also included documenting requirements and technical solution designs, performing peer reviews, coordinating user acceptance testing and sign-offs, carrying out deployment and release schedules, communications and user trainings, providing end-to-end production support services and defect management.
- Rewards and Recognitions include being conferred,
  - The "Junior Techie" Award for delivery excellence during Q4, 2013
  - The "Execution mind-set" Award for providing deliverables without any schedule slippage during Q4, 2014
  - The "Extra Business Mile" Award for good business knowledge during Q1, 2015

Extra-Curricular achievements

- Volunteered in Para flying program conducted by the NAF (National Adventure Foundation), India
- Volunteered in frequent community teaching events under *Balabharathi* Sanskrit Camp, Trivandrum

Personal Information

- Eligible to work in US - on an L-2 visa valid until May 2020 with a work permit valid until Feb 2020, Canada – open work permit valid until Nov 2020
- I can speak/read/write in English, Tamil, Malayalam, Hindi and Sanskrit