

Swathi Jayasree

Software Developer

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[LinkedIn](#)

ABOUT ME

Result-driven Software Developer with 2 years of experience designing, developing, and deploying scalable web applications. Proficient in JavaScript, Angular, React, TypeScript, Node.js, and Java, with expertise in building secure, user-friendly, and high-performance solutions. Skilled in Agile/Scrum, RESTful APIs, cloud computing (AWS), CI/CD pipelines, and SQL/PostgreSQL. Experienced across the software development lifecycle from requirements gathering to deployment. Strong collaborator, problem-solver, and committed to delivering innovative software that enhances customer satisfaction and business value.

SKILLS

JavaScript, TypeScript, Java, Python, PostgreSQL, HTML5, CSS5, Angular, React.js, Node.js, Express.js, Spring Boot, jQuery, PostgreSQL, RESTful APIs, Microservices, Responsive Web Design, Cross-Browser Compatibility, Azure, AWS (EC2, S3), Docker, CI/CD Pipelines (GitHub Actions, Jenkins), Agile (Scrum/Kanban), Test-Driven Development(TDD), Unit Testing (JUnit, Mocha), Debugging, Performance Optimization, Git/GitHub, IntelliJ, VS Code, JIRA, Confluence, Wireframe, Figma, Postman, Linux/Unix, Windows, macOS, Problem-Solving, Analytical Thinking, Team Collaboration, Verbal & Written Communication, Customer Focus

EXPERIENCE

Software Developer

ZoftSolutions, Toronto, ON (July 2024 - Present)

ZoftSolutions is a technology solutions provider delivering scalable web applications and enterprise-grade digital solutions. As a Software Developer, I designed, developed, and optimized applications that improved client engagement and business outcomes.

- Built and deployed customer-facing applications with Angular, JavaScript, HTML5 and CSS3, improving page load performance by 25% and reducing reported UI issues by 30%.
- Partnered with clients and stakeholders to gather requirements and deliver customized, high-quality web solutions within Agile sprints.
- Applied Agile/Scrum methodologies using JIRA for sprint planning, backlog refinement, and task management.
- Leveraged GitHub for version control, code reviews and CI/CD workflows, enabling collaborative and efficient development.
- Identified and addressed front-end issues using debugging tools and unit testing, reducing error rates and enhancing application stability.
- Integrated RESTful APIs with front-end applications, enabling seamless data exchange and enhancing application scalability and performance.

Key Projects:

- SCF Console – Dynamic Form Creation Tool: Created and rolled out a dynamic form-building system in Angular, enabling complex form creation and reusability across applications, reducing development time.
- SCF Presenter – Form Consumer Application: Engineered a form rendering app to consume and render dynamic forms, enabling rapid deployment of form-driven workflows.
- ALM – Attribute Lifecycle Management: Constructed a workflow application that streamlined attribute lifecycle processes, improving efficiency and scalability of enterprise workflows.

Product Support Specialist – Cloud Services

OpenText, Waterloo, ON (January 2024 - March 2024)

OpenText is a leader in enterprise cloud services and information management. In this role, I ensured the reliability and performance of cloud-based platforms while delivering excellent technical support.

- Addressed 50+ high-priority incidents for enterprise cloud platforms using Agile support practices, achieving 99.9% uptime SLA compliance and increasing customer retention scores by 15%.
- Authored support documentation and knowledge base articles to streamline incident resolution and improve response time.
- Prioritized and managed tickets using Agile practices in JIRA, ensuring SLA compliance.
- Collaborated with engineering teams to identify root causes and implementing long-term solutions.

Technical Support Specialist

Concentrix, Hamilton, ON (January 2023 - January 2024)

Concentrix is a global leader in customer engagement services. I provided technical and customer support for diverse software and hardware systems.

- Delivered end-to-end troubleshooting and technical solutions, maintaining 95% customer satisfaction scores and handled an average of 40+ technical issues weekly, reducing escalation rate by 25%.
- Gained expertise in product features and system functionality, enabling accurate and timely resolutions.
- Partnered with colleagues using Salesforce and internal tools to resolve complex support issues.
- Escalated unsolved cases to specialized teams, ensuring service continuity and SLA adherence.

Software Developer

Revature, Toronto, ON (April 2022 - July 2022)

Revature provides client-based software development project simulations. I contributed to an enterprise-level development project by applying full-stack methodologies.

- Implemented a full-stack Application using React, Java, and PostgreSQL, applying object-oriented design principles.
- Launched a full-stack Employee Reimbursement Application that accelerated processing efficiency by 40%, replacing manual workflows.
- Crafted intuitive and accessible user interfaces, improving data entry integration, and RESTful APIs, ensuring scalability and data security.
- Applied Test-Driven Development (TDD), debugging, and performance tuning to deliver a reliable application.
- Practiced Agile methodology using JIRA for sprint management, backlog grooming, and defect tracking.
- Researched and integrated new technologies to enhance system performance and user experience.

EDUCATION

Diploma in Web Development (Dec 2023), LightHouse Labs & University of Guelph, Canada

Master of Technology (2021), TKM College of Engineering, India

Bachelor of Engineering (2015), Anna University, India

CERTIFICATIONS

Introduction to JavaScript (2022), Conestoga College, Canada

Introduction to HTML5 & CSS3 (2022), Conestoga College, Canada

Programming with Python, Coursera

HOBBIES

Walking, Traveling, Fishing