THAIKA SOOFI

Frontend developer - React

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Professional Summary

Frontend Developer with hands-on experience building a learning-based Ticket Management System using React. Inspired by real-world challenges from a Customer Support role in the internet and cable service domain, I designed a solution to improve issue tracking and workflow visibility. Familiar with React, Material UI, Tailwind CSS, Supabase Authentication, and REST API integration using Axios. A fast learner seeking an entry-level frontend or full-stack role to grow under experienced developers.

Skills

Frontend: React, JavaScript (ES6+), HTML5, CSS3, Tailwind CSS, Material UI, React Router, Context API, UI/UX

API & Integration: Axios, REST APIs (basic), Express.js (basic)

Backend & Database (Learning / BaaS): Supabase (authentication, APIs), PostgreSQL (via Supabase)

Tools: Git, GitHub, VS Code, Postman, Render

Experience   May 2023 – Nov 2025

Customer Support Associate – SMART Media Networks, Thoothukudi

- Supported customers with internet and cable service issues through clear, step-by-step guidance.

- Logged customer issues, tracked progress, and followed up with internal technical teams.

- Used manual ticket logs and spreadsheets to track issue lifecycle and resolution status, which inspired the development of a ticket management application.

- While working with these systems, I noticed limitations in visibility, follow-ups, and status tracking.

- To better understand how these problems could be solved using software, I worked on an internal learning project during this period.

Ticket Management System (Internal Project) | 🔗 App manual
Tech Stack: React, JavaScript, Material UI, TailwindCSS, Axios, Supabase (BaaS), Express.js (basic)

- Developed a simple Ticket Management System based on real support tracking challenges.

- **Frontend:** Built screens using React for ticket creation, listing, filtering, and status updates. Focused on clean layout and responsive design using Material UI and Tailwind CSS.

- **Backend & Database (Supabase BaaS)**: Used Supabase as a backend service to learn authentication and basic APIs for creating, reading, and updating ticket data. Worked with the built-in PostgreSQL database through Supabase APIs, mainly focusing on reading and updating records from the frontend.

- **Express.js :** Used simple Express.js APIs for small custom learning tasks like handling requests and responses, and integrated these APIs with the frontend.

Education   2020

Bachelor of Computer Science and Engineering (B.E CSE) – Mohamed Sathak A.J. College of Engineering, Chennai

Languages

Tamil, English