

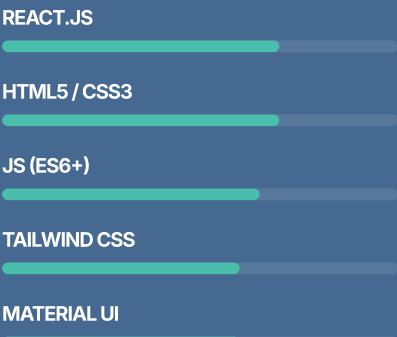


CONTACT DETAILS

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- portfolio.thaika.dev

SKILLS

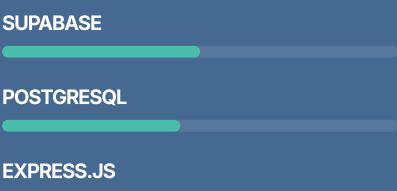
FRONTEND (HANDS-ON)



API & INTEGRATION



BACKEND & LEARNING



DEVELOPER TOOLS



LANGUAGES



THAIKA SOOFI

FRONTEND DEVELOPER – REACT

PROFESSIONAL SUMMARY

Frontend Developer with hands-on experience working on a learning-based Ticket Management System using React. Gained practical exposure by translating real-world support workflows into a simple web application focused on basic issue tracking and visibility. Familiar with React, Material UI, Tailwind CSS, and integrating REST APIs using Axios. A motivated learner seeking an entry-level frontend role to continue developing skills under experienced teams.

EXPERIENCE

Ticket Management System (Demo Video Available)

2025

SMART Media Networks

Tech Stack: React, JavaScript, Material UI, Tailwind CSS, Axios, Supabase (BaaS), Express.js (basic)

- Developed an internal Ticket Management System based on real support tracking challenges.
- Built React screens for ticket creation, listing, filtering, and status updates.
- Applied clean UI and responsive design using Material UI and Tailwind CSS.
- Implemented Supabase authentication and basic role-based access.
- Used Supabase APIs with PostgreSQL for create, read, and update operations.
- Integrated REST APIs into the frontend using Axios.
- Explored Express.js APIs to understand request handling and middleware basics.

Customer Support Associate

2023 – 2025

SMART Media Networks

- Supported customers with internet and cable service issues using structured troubleshooting steps.
- Logged and tracked customer issues to ensure proper follow-ups and resolution.
- Coordinated with internal technical teams to resolve reported issues.
- Maintained manual ticket logs and spreadsheets for issue lifecycle tracking.
- Identified limitations in visibility, follow-ups, and status tracking.
- Gained domain knowledge of support workflows that influenced system design decisions.

ACADEMIC BACKGROUND

2020

B.E Computer Science and Engineering (CSE)

Mohamed Sathak A.J college of Engineering, Chennai