

# 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