

Jonas Gumus

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Summary

Dedicated IT professional with strong expertise in system architecture, troubleshooting, debugging, database management, and technical troubleshooting strategies. Proven ability to solve complex problems and collaborate effectively within teams to drive innovative solutions. Committed to leveraging technology to improve user experiences and operational efficiency.

Education

Seneca Polytechnic

01/2024 - 04/2024.

Advanced College Diploma 3.9 GPA (3 Years) - Computer Programming and Analysis

Relevant courses: Programming in C/C#/C++, Java, JavaScript, Python, Object-Oriented Programming, Data Structures & Algorithms, Web & Mobile App Development, Relational/Non-Relational Database Systems (SQL/NoSQL & Advanced Services), Cloud Computing, DevOps, UNIX/Linux & Bash Scripting, Software Analysis & Design, IT Project Management (Agile/Waterfall).

Experience

System Lead / Full-Stack Developer - Seneca Hackathon

01/2024 - 04/2024

- ❖ Directed the design and full-stack development of *LeaseLens*, an automated lease analysis tool.
- ❖ Applied NLP and ML algorithms, built architecture diagrams in UML, and collaborated in an Agile environment to meet tight deadlines.
- ❖ Delivered a functional prototype that addressed key challenges in affordable housing and won **third place** for innovation and impact.

IT Technician (Co-op) - Kinectircs Inc.

01/2023 - 08/2023

- ❖ Provided Tier 1 technical support across hardware, software, and network systems remotely and in-person.
- ❖ Assisted executives (CEO, CFO, CTO) with IT setup and support during high-profile meetings.
- ❖ Resolved over **150 tickets monthly** using Zendesk/ServiceNow and used tools like TeamViewer, Intune, and Active Directory.
- ❖ Improved system uptime and user satisfaction through rapid issue resolution and proactive troubleshooting. Ensured flawless operations for leadership presentations and client interactions.

Debt Collecting Department Manager – Avea Sağlık A.Ş.

04/2017 – 06/2018

- ❖ Established the department from the ground up to enhance operational efficiency and process management.
- ❖ Trained and supervised new hires, ensuring effective onboarding and skill development.
- ❖ Collected, visualized, and organized customer data to improve debt management strategies and increase recovery rates.

Monitoring and Evaluation Supervisor – ITS-Bostanci Sirketler Grubu

01/2013 – 05/2017

- ❖ Engaged with stakeholders and management to enhance customer care operations and evaluate service delivery.
- ❖ Conducted market research and data analysis to improve customer engagement strategies and business decisions.
- ❖ Developed reporting frameworks to monitor performance and align outcomes with organizational goals.

Customer Service Operations Specialist – Turkcell Superonline

01/2007 – 12/2012

- ❖ Managed customer communications for internet connection setup, delivery, and installation.
- ❖ Led coordination between field teams and customers to ensure timely installations and contract completion.
- ❖ Streamlined service operations and improved customer satisfaction by optimizing delivery workflows.

Skills & Abilities

- ❖ **Programming Languages & Frameworks:** C, C++, C#, Java, JavaFX, Python, JavaScript (ES6), TypeScript, HTML5, CSS, ASP.NET, Node.js, Express.js, Django, React.js, Next.js, Angular, Xamarin, Ionic, jQuery, Shell Scripting, JWT, RESTful APIs, OAuth 2.0, Firebase (Auth/Firestore), Android Studio, Capacitor
- ❖ **Styling & UI Libraries:** Tailwind CSS, Bootstrap, Framer Motion, Handlebars, Material UI, Styled Components
- ❖ **Databases:** Oracle PL/SQL, PostgreSQL, MySQL, MongoDB, ORM, RDBMS, Firebase Firestore
- ❖ **Cloud & DevOps:** AWS, Azure, Docker, Kubernetes, ArgoCD, Argo Rollouts, GitHub, GitHub Actions, CI/CD, Prometheus, Grafana
- ❖ **Tools & Utilities:**
 - **Software Development:** Postman, Figma, Firebase Console, npm, yarn, Webpack, Vite, Git, GitLab, Android Studio, Visual Studio, VS Code, IntelliJ, Eclipse, PyCharm, Zendesk, Jira
 - **IT Support:** Zendesk, Freshservice, Microsoft Intune, Jamf, Active Directory, Azure AD, ServiceNow, TeamViewer, AnyDesk, PowerShell, MemTest86, Event Viewer, BitLocker, Lansweeper, CrowdStrike, RDP, Wireshark
- ❖ **Testing:** Jest, React Testing Library, Postman/Newman
- ❖ **Modeling & Project Management:** UML, ER Diagrams, Sequence Diagrams, Agile, Scrum, Stakeholder Management

Projects

Inventory Management System (Java Desktop App) – [GitHub](#)

August 2024

- ❖ Designed and developed a desktop-based inventory management system with a graphical interface to track and manage stock levels.
- ❖ Built using **Java**, **JavaFX**, and **XML** with data validation, persistent storage, and the **MVP** design pattern for maintainability.
- ❖ Improved operational accuracy by automating record-keeping and providing a user-friendly, real-time inventory dashboard.

IntelliCycles Calendar App (PRJ666 Capstone) – [GitHub](#)

April 2024

- ❖ Led the full-stack development of a secure calendar application featuring task tracking and a chatbot for productivity management.
- ❖ Utilized **React.js**, **Node.js**, **Express.js**, and **PostgreSQL** with **JWT authentication** and RESTful APIs for seamless user experience.
- ❖ Collaborated in an Agile environment to deliver a functional, user-centered solution that enhanced organization and time management.

Python Board Game – [GitHub](#)

March 2024

- ❖ Designed and programmed a two-player turn-based game using **Python** with **Linked Lists**, **Stacks**, and **Queues**.
- ❖ Applied **object-oriented programming** to manage game state, rules, and turn-based logic.
- ❖ Demonstrated strong algorithmic thinking and custom data structure implementation through a functional game model.

Fragments Microservice – [GitHub](#)

January 2024

- ❖ Developed a containerized microservice capable of securely managing text, image, and JSON data fragments.
- ❖ Implemented with **Node.js**, **Express.js**, and **Docker**, leveraging **AWS Cognito**, **DynamoDB**, and **S3** for authentication and cloud storage.
- ❖ Delivered a scalable, cloud-ready solution demonstrating strong DevOps and microservice design principles.

The The Metropolitan Museum of Art Site – [Live](#) | [GitHub](#)

December 2023

- ❖ Built an interactive art browsing platform with secure authentication and server-side rendering for performance optimization.
- ❖ Created using **React.js**, **Next.js**, **Bootstrap**, and **JWT**, providing responsive design across desktop and mobile.
- ❖ Enhanced accessibility and engagement with curated art data, improving load times and usability.

Movie Library Website – [Live](#) | [GitHub](#)

August 2023

- ❖ Created a responsive movie browsing web app integrated with the TMDb API for live data and search functionality.
- ❖ Built with **React.js**, **Next.js**, and **Bootstrap**, focusing on clean UI/UX and performance optimization.
- ❖ Enabled users to explore movie data dynamically through a modern and intuitive interface.