

JOBIN DAS

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Experienced IT professional with expertise in technical support, system administration, and software engineering. Proficient in hardware/software troubleshooting, IT service management, and automation using PowerShell. Skilled in developing scalable applications, API integrations, and security compliance, with hands-on experience in Agile methodologies. Strong collaborator, working with IT teams, vendors, and stakeholders to optimize operations and drive innovation.

KEY SKILLS

✓ **IT Service Management & Collaboration:** ServiceNow | Archibus | Jira | Confluence | TFS | Deskpro | SharePoint | Asana ✓
Software Development & Frameworks: Symfony | Laravel | Yii | REST | GraphQL ✓
Databases & Cloud: MySQL | MongoDB | Redis | Firebase | Azure ✓
Automation & DevOps: Docker | Jenkins | PowerShell | PHP-Unit | Chai | JEST | Git | GitHub ✓
Networking & Security: Active Directory | OS Imaging ✓
Enterprise & Productivity Tools: MS Office | VS Code | PhpStorm | Agile & Scrum ✓
Business Domains & Solutions: ERP | Inventory Management | POS | Logistics | API Development | Integrations | Analytics | E-Commerce | Framework Upgrades | Custom ERP Modules | Device API Integrations | Property Management | CRM

EXPERIENCE

Associate IT Operations specialist – Full-time TRS Staffing solutions, Calgary, AB

September 2024 (Current)

- System Administration & Deployment: Managed Active Directory configurations, OS imaging, software installations, updates, and IT asset documentation, ensuring operational efficiency and compliance.
- Technical Support & Incident Management: Provided Tier 1 & Tier 2 support, troubleshooting hardware, software, and network issues both remotely and onsite, minimizing downtime and optimizing IT infrastructure performance.
- Collaboration & Security Compliance: Partnered with cross-functional IT teams, vendors, and stakeholders to resolve escalated issues, enforce security best practices, and conduct user training on enterprise applications like Microsoft Office.

IT Technician – Full-time Kelly Canada Ltd, Calgary, AB

January 2023 – September 2024

- Technical Support & Troubleshooting: Delivered Tier 1 & Tier 2 technical support, diagnosing and resolving hardware/software/network issues remotely and onsite to ensure seamless IT operations.
- System Administration & Deployment: Managed Active Directory configurations, OS imaging, software installations, updates, and IT asset documentation for improved operational efficiency.
- Collaboration & User Training: Worked with cross-functional IT teams, vendors, and stakeholders to resolve escalated issues, providing user training on Microsoft Office and security best practices.

Senior Software Engineer – Full-time PIT Solutions Pvt. Ltd, Kerala, India

June 2020 - November 2022

- Software Architecture & Scalability: Designed and implemented scalable software architectures, frameworks, and design patterns, ensuring optimal system performance and operational feasibility while integrating best practices like Agile and Scrum methodologies.
- Code Quality & Security Compliance: Conducted comprehensive code reviews, audits, and refactoring, ensuring adherence to industry standards, security policies, and performance optimization, while driving innovation through emerging technologies.
- Technical Leadership & Collaboration: Led development teams, mentored junior engineers, and provided strategic technical direction, collaborating with cross-functional teams to deliver high-quality software solutions that align with business objectives.

Senior Software Engineer – Full-time
Bluesky Technologies FZE, Dubai, UAE

July 2018 – June 2020

- Software Development Leadership & Architecture: Spearheaded end-to-end software development projects, ensuring timely delivery and adherence to Agile methodologies while optimizing system architecture for scalability and performance.
- Technical Expertise & Code Optimization: Designed, developed, and debugged complex applications while implementing best practices for coding standards, performance optimization, and security compliance to ensure robust and efficient solutions.
- Mentorship & Cross-Team Collaboration: Led and mentored development teams, provided technical guidance, and worked closely with stakeholders to align software solutions with business needs, driving innovation and continuous improvement.

Software Engineer – Full-time
Bluesky Technologies FZE, Dubai, UAE

June 2016 – July 2018

- Software Development & Debugging: Designed, developed, tested, and optimized applications using diverse programming languages and frameworks, ensuring robust functionality and scalability.
- Collaboration & Best Practices: Worked closely with senior engineers and cross-functional teams to implement Agile methodologies, conduct code reviews, and maintain version control for seamless development.
- Troubleshooting & Deployment: Resolved complex software issues, supported application deployment across development, testing, and production environments, and proactively researched emerging technologies to enhance system performance.

Intern (Software Developer)
White Oval Technologies, Kerala, India

May 2016 – July 2016

- Supported software development through coding, testing, debugging, and documentation while learning new technologies and best practices from senior developers.

EDUCATION

Bachelor of Technology, Computer science and Engineering
University of Kerala, India

June/2012 - May/2016

CERTIFICATIONS

- Google Cybersecurity Certificate
- Certified in Cybersecurity, ISC2.org