

POOJA MISTRY

Software Developer | C# & ASP.NET | SQL Server & MySQL | Azure & GCP

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PROFESSIONAL SUMMARY

Experienced software developer with application development experience and hands-on cloud support across Azure, AWS, and GCP. Experienced in C#, ASP.NET, SQL Server, MySQL, database-driven business applications, unit testing, and troubleshooting. Microsoft-certified Azure Administrator with a foundation in object-oriented programming, requirements analysis, technical documentation, cloud provisioning, and identity administration.

TECHNICAL SKILLS

Development: C#, ASP.NET, MVC, VB.NET, Python, PHP, JavaScript, HTML/CSS; REST API and XML/JSON concepts

Databases: SQL Server, MySQL, Oracle, Azure SQL Database; tables, views, indexes, stored procedures

Cloud & infrastructure: Microsoft Azure, Google Cloud Platform (GCP), AWS, VPCs, load balancing, auto-scaling, ARM templates, Infrastructure as Code concepts

Identity & support: Azure Active Directory, IAM concepts, MFA, access management, incident resolution

Practices & tools: Object-oriented programming, SDLC, requirements analysis, unit testing, debugging, Git, Jira, VS Code, PowerShell; Linux and Windows

RELEVANT TECHNICAL EXPERIENCE

SWAR SADHANA

Toronto, ON

Cloud Support Associate

Sep 2022 - Dec 2022

- Supported Azure, AWS, and Google Cloud Platform environments and assisted with migration of Azure-hosted web applications.
- Configured cloud resources including VPCs, compute instances, load balancers, access policies, and auto-scaling.
- Managed Azure Active Directory users, groups, and access policies for identity and access administration.
- Supported infrastructure provisioning using ARM templates and Infrastructure as Code concepts.
- Troubleshot cloud infrastructure and application availability issues with cross-functional teams.
- Documented recurring issues, configuration steps, and operational procedures to improve future support.

The Root Tech

Gujarat, India

Junior Developer

Aug 2017 - Dec 2020

- Built an administration web application using ASP.NET, C#, and MySQL to support internal business workflows.
- Developed a billing management system using VB.NET and SQL Server, including billing records, customer data, and reporting.
- Designed and maintained database tables, views, indexes, and stored procedures.
- Developed business applications with PHP, JavaScript, HTML/CSS, and MVC; refined front-end and back-end code for usability and maintainability.
- Translated customer requirements into use cases, technical workflows, and development tasks.
- Conducted unit and application testing to identify defects and improve system reliability.
- Used Git and Jira for collaboration and issue tracking; maintained documentation for application features, database logic, and support activities.

RELEVANT TECHNICAL EXPERIENCE (CONTINUED)

Friends New English School Trust

Gujarat, India

Office Administrator / IT Support

Jun 2015 - Aug 2017

- Resolved IT-related queries and technical issues for staff and school stakeholders.
- Developed a library-management system for the school trust.
- Provided bookkeeping and administrative support, including accounts receivable, accounts payable, documentation, and email correspondence.
- Communicated with administrators, teachers, parents, and staff to resolve inquiries and coordinate information.
- Collaborated with internal teams to improve administrative processes and day-to-day operations.

ADDITIONAL LEADERSHIP & OPERATIONS EXPERIENCE

Tim Hortons

North York, ON

Manager

Sep 2025 - Present

Continuous employment: July 2021 - Present.

Previous roles: Assistant Manager (Nov 2024 - Sep 2025); Supervisor (Mar 2024 - Nov 2024); Crew Member (Jul 2021 - Mar 2024).

- Lead daily operations, including team coordination, shift planning, workflow management, inventory control, and customer service.
- Train, coach, and support team members and supervisors to maintain service quality, productivity, and compliance.
- Resolve escalated customer and operational issues while balancing competing priorities and maintaining accuracy.
- Collaborate with management to implement policies, improve processes, and maintain a positive, accountable team culture.

EDUCATION

Post-Graduation Diploma in Cloud Computing

2021 - 2022

Loyalist College of Applied Arts and Technology, Canada

Master of Computer Applications

2015 - 2017

Gujarat Technological University, India

Bachelor of Computer Applications

2012 - 2015

Veer Narmad South Gujarat University, India

CERTIFICATIONS & TRAINING

Microsoft Certified: Azure Administrator Associate (AZ-104)

Microsoft Certified: Azure Fundamentals (AZ-900)

IBM Full Stack Software Developer Professional Certificate

Perform Foundational Infrastructure Tasks in Google (Infrastructure modernization)