

# ABHAY PATEL

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## SUMMARY

Software Development student at Mohawk College with hands-on experience in Java, C#, JavaScript, PHP, and SQL. Skilled in building full-stack applications, implementing business and game logic, and working with databases, APIs, and user interfaces. Known for strong analytical problem-solving, attention to detail, and the ability to quickly learn new technologies. Brings over 10 years of customer service experience, with proven communication skills through training new hires, supporting users with technical troubleshooting, and maintaining a positive workplace culture.

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## TECHNICAL SKILLS

**Programming Languages:** Python, Java, C#, PHP, JavaScript, HTML/CSS

**Frontend:** React

**Database:** SQL

**Testing Tools:** Junit, TestNG, Katalon

**Design and Prototyping:** Figma, WordPress, Visual Studios

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## EDUCATION

**Computer Systems Technology**  
**Software Development Advanced Diploma**  
Mohawk College, Hamilton, ON

September 2024-Present

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## SOFTWARE & ACADEMIC PROJECTS

### SVG Blackjack Game (JavaScript, HTML, CSS)

- Developed a full Blackjack game engine with dynamic SVG-based playing cards, animations, and rule enforcement
  - Implemented player and dealer logic including hit, stand, bust detection, and Ace value adjustment
  - Designed modular classes for Deck, Player, and Card rendering to support scalability and reuse
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## WORK EXPERIENCE

**Subway, Hamilton, ON**  
**Manager**

Jun 2016 - Present

- Managed daily store operations including staff scheduling, inventory control, and food preparation standards
- Collaborated with staff to ensure effective use of the POS systems, mobile orders systems, and integrated payment technologies
- Identified and resolved POS, ordering, and payment workflow issues, minimizing service disruptions and improving transaction efficiency

- Tracked inventory levels, recorded waste, and placed supply orders to maintain product availability and reduce loss
- Resolved customer and staff conflicts professionally to maintain a positive work environment
- Ensured compliance with food safety, cleanliness, and company operating procedures
- Trained team members on operational systems, digital ordering tools, and standard procedures to ensure consistency and accuracy
- Provided guidance in troubleshooting the subway app, and explained how it works to customers
- Created and used google sheet documents to digitize daily and weekly reports
- Communicated effectively with customers, staff, and vendors to resolve technical and operational issues in real time
- Managed end-to-end restaurant operations for a high-volume locations, ensuring consistent service quality, food safety compliance, and operational efficiency.

**Warehouse Revenue Recovery Auditor / Package Handler**  
UPS, Hamilton, ON

Jul 2022 - Nov 2022

- Performed quality assurance audits to ensure packages met shipping and billing requirements
  - Maintained high accuracy while processing large volumes in a fast-paced environment
  - Supported multiple departments, demonstrating adaptability and teamwork
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## **VOLUNTEER WORK**

**Tech Tutor**  
**Terryberry Library**, Hamilton, ON

Jun 2016 - Aug 2016

- Guided seniors with device use and internet access
- Educated users on social media and online communication tools
- Troubleshoot basic computer and device issues to provide practical solutions