Harshil Patel

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EDUCATION

- **Bachelor of Science in Computer Science with Mathematics minor** — Dec 2023
  University Of Saskatchewan

CERTIFICATIONS

- Oracle Certified Professional, Java SE 11 Developer
- Amazon Web Services (AWS) Certified Developer – Solution Architect
- CompTIA A+

ADDITIONAL SKILLS

- **Programming Languages:** C, C#, Java, Python, JavaScript, HTML, CSS, PHP, NodeJS, Flutter
- **Technical Skills & Tools:** MySQL, AWS, Firebase, Git, GitHub, GitLab, Visual Studio, IntelliJ, PyCharm, Unity, Docker, Eclipse, Selenium, JIRA, Maven, SaaS, API

PROFESSIONAL EXPERIENCE

Canada Revenue Agency (CRA) — Saskatoon, SK
IT Analyst / Developer — May 2023-Present

- Collaborated with multiple teams on backend development projects such as PSCoE, resulting in successful software system designs and testing. Currently working as an apprentice in QOT team.
- Provided tier 2 deskside support, analyzing client issues, performing basic troubleshooting, and escalating to tier 3 support when necessary.
- Consolidated ticketing systems, enhancing communication and ticket turnover by 7%.
- Resolved IT-related and application issues for 3000+ users, conducting effective troubleshooting.
- Contributed to image creation as per profile requirements, ensuring standardized configurations. Tracked and registered computers and peripherals in the configuration management database (BMC Remedy) for accurate inventory management.
- Proactively suggested over 20 product design improvements based on user-experience reporting, enhancing user satisfaction.
- Managed CRA IT equipment life cycle, handling new equipment setup, mobile device configuration, and equipment retirement. Supported and managed mobile devices, ensuring smooth operations.
- Actively engaged in Agile processes, contributing to sprint planning, daily scrums, reviews, retrospectives, and backlog refinement fostering teamwork and effective communication.
- Verified equipment reception accuracy and resolved computer hardware and mobile device problems. Contributed to pre-deployment testing, troubleshooting, and technical diagnosis of new and existing computers.
- Showcase the ability to quickly learn new skills and efficiently apply them, in alignment with the fast-paced and innovative environment described in the job posting..

Environment: Java, Bootstrap, Spring, Angular, PowerShell 7, MS Exchange, Active Directory, BMC Remedy, Citrix, Cisco, SQL, BigFix, BBM Enterprise, Entrust Entelligence, Windows 11, VPN.

Mobile Technologies Inc. — Saskatoon, SK
Developer Intern — May 2021-Aug 2021

- Designed and executed comprehensive test plans, reducing critical defects by 30% and enhancing product quality.
- Implemented Selenium-based automation frameworks, cutting test execution time by 50%, boosting coverage, and precision.
- Proven expertise in designing, developing, and maintaining advanced data capabilities across diverse technologies like MSSQL Server.
- Demonstrated strong understanding of cybersecurity principles through coursework, including Oracle Certified Professional, Java SE 11 Developer and Amazon Web Services (AWS) Certified Developer – Solution Architect.
- Conducted exploratory testing, uncovering hidden defects and usability issues, lowering customer-reported issues by 25%.

- Utilized microservices architecture knowledge to design and develop scalable and modular software components.
- Led cross-functional testing for major releases, ensuring timely, successful deployment through collaboration with stakeholders.
- Mentored QA team, enhancing performance and knowledge sharing, while advocating better testing practices.
- Conducted performance and load testing, enhancing system scalability and reliability for improved performance.
- Streamlined testing processes, utilizing JIRA, Confluence, and meticulous documentation for improved accuracy and coverage.
- Adept with data stacks including Snowflake and MongoDB, skilled in ETL workflows.
- Implemented security policies for multiple apps, identifying risks and ensuring bug-free code within the software development life cycle.

Environment: Java, Selenium WebDriver, Selenium Grid, TestNG, Cucumber, Jenkins, Maven, Xpath, Eclipse, CSS, GitHub, agile, SQL and Windows.

VS Technology   India
Developer Intern   Dec 2019-Apr 2020

- Contributed to testing life cycle by participating in Test Driven Development methodologies, Software Development Life Cycle (SDLC) with Agile and Waterfall methodologies, resulting in a 30% increase in efficiency.
- Created Test cases manually and automated scripts using Selenium Web Driver, TestNG, SOAPUI, and Jenkins, resulting in a 25% increase in automation coverage.
- Assisted in developing automation acceptance test suite using Selenium and Cucumber framework, resulting in a 20% reduction in test execution time.
- Executed SQL queries and PL/SQL procedures, functions, and packages for backend testing, resulting in a 15% increase in data validation accuracy.
- Performed backend testing using SQL queries to validate data for database and used SQL queries for retrieving data from the database for executing user-specific test cases, resulting in a 10% increase in testing coverage.
- Assisted in GUI Object / element verification using XPath, CSS Locators, resulting in a 15% increase in testing accuracy.
- Applied Android's Material Design and Architecture Component principles to craft user-centric app features.
- Proficient in Java and object-oriented design for creating reliable, maintainable software.
- Translated requirements into efficient code through collaboration with cross-functional teams, optimizing user satisfaction.
- Enhanced app efficiency using Android Studio analysis tools. Thrived in agile settings, excelling individually and as a collaborative team player.
- Adept communicator with strong interpersonal skills. Eager technology enthusiast committed to continuous learning within the Android framework and Kotlin.
- Showcased leadership in dynamic agile environments. Knowledgeable in programming, databases, platforms, and version control. Practical experience in MVVM and familiarity with enterprise tools like Git, Confluence, and Jira.
- Enhanced compliance and audit processes by providing security controls guidance to stakeholders during application and infrastructure control assessments.
- Worked with Git for code repositories and Maven for dependencies, resulting in a 20% improvement in version control.
- Effectively communicated technical concepts to non-technical stakeholders, fostering collaboration and understanding between various teams.
- Contributed to Agile-testing methodology, working closely with Developers in the review and modification of the product and its specifications, resulting in a 10% increase in overall product quality.
- Actively participated in sprint planning, daily scrum, sprint review, sprint retrospective, and backlog refinement.

Environment: Java, Agile, Selenium WebDriver, Selenium Grid, TestNG, Maven, Jenkins, Cucumber, SoapUI, TDD, Agile, Eclipse, HTML, XML, XPath, JavaScript, JIRA, SQL, UNIX, Windows.

ACADEMIC PROJECTS

VEGETAP: Food Delivery Application (Skills: DART/Flutter, Firebase Database, Google Auth, VS Code, Git**)**
- Created a mobile application that can be used on iOS/Android for food or grocery delivery in the city. Built using agile methodology and led a team of 3 students. Prepared applications based on object-oriented programming and MVC-style architecture. Guided industry standards for code formatting, QA testing, maintenance, and reporting following the SDLC.
- Reduced application and data load time and revamped by 30%.
- Improved UI/UX and integrated Google pay, and Apple pay payment systems and signing gateways using API.

One Man Army: Game Development (Skills: C#, Unity2D, Git**)**
- Founded a dungeon-based game in Unity2D using C# for an audience of any age. Followed the principles of procedural content generation, axonometric views, A* pathfinding, and game systems. Managed a team of 6 developer students with continuous integration and an agile model.

Online Voting System (Skills: HTML, CSS, JavaScript, PHP, MYSQL, jQuery, Apache Server, VS Code, Git, Docker**)**
- Invented an online portal for a voting system in less than 2 months for an organization to access it from anywhere and admins can administer it. Built end-to-end system with md5 hashing and DB management.

Hospital Management System (Skills: Java, Swing GUI, Git, Kubernetes**)**
- Built an interactive end-to-end system for hospitals to interactively use for hospital staffing of employees, record admissions, track and release patients, doctors as well as inventory. Implemented using object-oriented and MVC programming.
- Revitalized from CLI to GUI for UX based on the review from customers, which gained 10% more adaptations of our system. Administered system design and unit testing.

Personal Portfolio (Skills: HTML, CSS, JavaScript, GitHub**)**
- Prepared a live used-friendly and interactive portfolio which demonstrates personal skills, information, and experience.

ACHIEVEMENTS

- Youth Lead, BAPS Charities Saskatoon
- The University of Saskatchewan Students Union Member
- The University of Saskatchewan Computer Science Students Union Member
- Canada Revenue Agency – IT Branch Young Professionals Network Member
- Canada Revenue Agency – ITB Brand Ambassador 2023-2024

REFERENCES

Available Upon Request