

Harshil Patel

(306) 222 7716 | harshil.patel@usask.ca | <https://www.linkedin.com/in/harshil-patel-617832191/> | Saskatoon, SK

EDUCATION

- University of Saskatchewan** Apr 2023
Bachelor of Science in Computer Science with Mathematics minor

PROFESSIONAL EXPERIENCE

VS Technology India
Developer Intern Dec 2019-Apr 2020

- Collaborated with 2+ teams to establish rules and patterns for backend development. Designed, collaborated, and tested large software systems. Proven expertise in implementing new features and services.
- Analyzed various tasks involved in developing and maintaining 3+ apps. Identified risks and implement effective security policies. Thoroughly maintained and evolved the software's infrastructure.
- Worked across multiple cross functional teams to execute projects. Suggested 20+ improvement ideas to product design and functionality as informed by user-experience reporting.
- Participated in the sprint planning, daily scrum, sprint review, sprint retrospective, and backlog refinement actively.

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

- Utilized and implemented 3+ attractive, responsive, and mobile-friendly websites contexts and elements. Wrote 200+ unit tests to ensure 100% of code within SDLC was Bugs free.
- Designed and conducted UI design for over 12 clients. Communicated with line of business and managed the overall status and health of 5+ applications.
- Led team of 4 members to develop frameworks for UI Automations, Functional, Integration and Regression testing. Co-ordinated frameworks for multi browser testing. Participated in weekly code reviews and persuaded industry best practices, company best practices.

Mobile Technologies Inc. Saskatoon, SK
Service Technician Dec 2022-Present

- Resolved high-volume technical support incidents for a major telecom company through phone, email, and chat, consistently exceeding customer satisfaction goals.
- Utilized Active Directory for ID creation, account removal, folder permission assignments, and application provisioning. Triaged and troubleshoot technical issues in real-time, escalating to level 2/3 teams when necessary.
- Improved call resolution times by 20% through knowledge management, cross-training, and efficient documentation practices while maintaining high standards of customer service and technical expertise.
- Managed the full lifecycle of incidents and service requests, ensuring timely resolution and closure.
- Demonstrated strong communication and problem-solving skills, fostering positive relationships with clients and team members.
- Troubleshoot, install, and merchandise interactive consumer electronic displays and devices within retail locations. Responsibly built/installed displays, end caps, fixtures, planogram resets, and break-fix repairs. Kept customer's systems running smooth and efficiently by setting up internal computer hardware, performed tests and evaluations of software and hardware. Trained retail staff for preventative maintenance which boosted their sale by 10%.

CERTIFICATIONS

- Oracle Certified Professional, Java SE 11 Developer
- Amazon Web Services (AWS) Certified Developer - Associate

ACADEMIC PROJECTS

VEGETAP: Food Delivery Application (Skills: DART/Flutter, Firebase Database, Google Auth, VS Code, Git)

- Created a mobile application which can be used on iOS/Android for food or grocery delivery in the city. Built using agile methodology and led the team of 3 students. Prepared application based on object-oriented programming and MVC style architecture. Guided industry standard 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's.

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. Lead a team of 6 developer students with continuous integration model.

Online Voting System (Skills: HTML, CSS, JavaScript, PHP, MYSQL, JQuery, Apache Server, VS Code, Git)

- Invented online portal for voting system in less than 2 months for an organization to access it from anywhere and admins can administer. Bulit end-to-end system with md5 hashing and DB management.

Hospital Management System (Skills: Java, Swing GUI, Git)

- An interactive end-to-end system which was built for the hospitals to interactively use it for hospital staffing of employees, record admissions, track and release patients, doctors as well as inventory. Implemented using object-oriented and MVC programming.
- Initially based on CLI revitalized to GUI for UX based on 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.

ADDITIONAL INFORMATION

- **Programming Languages:** C, C#, Java, Python, JavaScript, HTML, CSS, PHP, NodeJS, Flutter
- **Technical Skills & Tools:** MySQL, AWS, firebase, GitHub, GitLab, Visual Studio, IntelliJ, PyCharm, Unity, Docker, Eclipse

ACHIEVEMENTS

- Youth Lead (B.A.P.S, Saskatoon)
- University of Saskatchewan Students Union Member

REFERENCES

Available Upon Request