Harshil Patel

(306) 222 7716 | harshil.patel@usask.ca | linkedin.com/in/harshilpatel1430 | harshilpat.github.io | Saskatoon, SK

EDUCATION

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

PROFESSIONAL EXPERIENCE

Mobile Technologies Inc.   Saskatoon, SK
Service Technician   Dec 2021-Present

- Provide technical support to over 1,000 users in a fast-paced environment, troubleshooting hardware, software, and network issues to minimize downtime, and ensure maximum productivity and accurate documentation of end-user technical support requests.
- Collaborate with cross-functional teams to resolve complex issues and develop innovative solutions, consistently meeting or exceeding service level agreements (SLAs) and customer satisfaction goals.
- Utilized Active Directory for ID creation, account removal, folder permission assignments, and application provisioning.
- 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.
- Installed, configured, tested, and maintained end-user computers and related hardware and software, including network switches, to ensure smooth and efficient network operations.
- Conducted research and obtained quotes for hardware, peripherals, and computer supplies as required, ensuring cost-effective procurement of IT equipment.
- Assessed recurring issues to create automated processes, where possible, resulting in significant time and cost savings for the organization. Trained employees and staff in preventative maintenance.
- Participated in team meetings to discuss ongoing IT issues, contributing to the development of innovative solutions to complex technical problems.
- Proactively identify and mitigate potential system vulnerabilities and security risks, implementing robust security protocols and educating users on best practices for data protection.
- Installed, upgraded, configured, tested, and troubleshoot software applications, ensuring compatibility with the organization's network and systems.

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

- Engineered and implemented over three attractive, responsive, and mobile-friendly website contexts and elements.
- Contributed to over 200 unit tests to ensure that 100% of code within the software development life cycle was bug-free.
- Designed and conducted UI design for over 12 clients and managed the overall status and health of five or more applications.
- Led a team of four members to develop frameworks for UI automation, Functional, Integration, and Regression testing, resulting in an improvement in testing efficiency and best practice implementation.
- Participated in weekly code reviews and persuaded industry and company best practices.

VS Technology   India
Developer Intern   Dec 2019-Apr 2020

- Collaborated with multiple teams to establish rules and patterns for backend development, resulting in the successful design, collaboration, and testing of large software systems.
- Identified risks and implemented effective security policies to maintain and evolve the software's infrastructure for three or more apps.
- Suggested over 20 improvement ideas to product design and functionality based on user-experience reporting, resulting in a better user experience.
- Actively participated in sprint planning, daily scrum, sprint review, sprint retrospective, and backlog refinement.

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**)**
- 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**)**
- 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.

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, GitHub, GitLab, Visual Studio, IntelliJ, PyCharm, Unity, Docker, Eclipse, Selenium

ACHIEVEMENTS

- Youth Lead, BAPS Charities Saskatoon
- The University of Saskatchewan Students Union Member
- The University of Saskatchewan Computer Science Students Union Member

REFERENCES

Jignesh Patel
Vecima Networks
Phone: +1 (514) 770-8284