JASH THAKKAR

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Summary

Computer Science student with a foundation in technical support, committed to delivering an exceptional customer experience. Adept at applying technical expertise to address and resolve issues efficiently, ensuring that the highest standards of satisfaction are exceeded.

Skills

- Coding Languages: Python, JavaScript, C+, HTML, CSS, SQL
- Technologies: Microsoft Office, Google Suite, VSCode, PyCharm, GitHub
- Skills: Object-Oriented Programing, Databasing, Debugging, Troubleshooting, Customer Service, Agile with Technology, Technical Support, Hardware and software implantation, IT Infrastructure, Automation Scripting
- Spoken Languages: English, Gujrati, Hindi

Experience

Select Management Resources
IT Technician and Technical Support | Alpharetta, Georgia | 1/23 - 7/23

- Delivered efficient technical support through phone, email, and chat, resolving issues promptly and effectively.
- Enhanced ticketing operations by streamlining processing workflows and improving response times.
- Diagnosed and addressed system errors through comprehensive troubleshooting and solution implementation.
- Leveraged Microsoft Office Suite to create reports, present data, and facilitate effective team collaboration.

Projects

Password Manager (Python: CustomTkinter, Sqlite3, Cryptography.Fernet)

- Summary: Developed a secure password manager, featuring a graphical user interface created with CustomTkinter. This application enables users to securely store, manage, and retrieve login credentials.
- Key Features:
  - User Authentication: Implemented a login and sign-up system with encrypted password storage and retrieval.
  - Encryption: Utilized the cryptography. fernet module to encrypt and decrypt user passwords, ensuring secure storage in SQLite database.
  - Data Management: Enabled users to add, edit, delete, and view stored account information through an intuitive interface.
  - Error Handling: Included comprehensive error handling to manage user input and file operations.

Calculator (Python: Tkinter)

- Summary: Developed a simple calculator application, which allows users to perform arithmetic operations through an intuitive graphical user interface.
- Key Features:
  - Interactive Input Handling and Real-time Display: Designed and implemented functions to manage button presses, appending values or operations to both the display and internal processing list. Developed a real-time visual feedback system that shows ongoing calculations as the user inputs data.

Education

Bachelor of Science in Computer Science Georgia State University | Graduating 4/27

- Relevant Coursework: Calculus I, Calculus II, Principles of Computer Programming I (JavaScript), Principles of Computer Programming II (Python), Theoretical Foundations of Computer Science (Discrete Math), System Level Programing (C++, Shell Scripting, Unix), Computer Organization Programming (C++, Assembly Language), Linear Algebra, Principles of Physics I (Calculus Based)