

Vivek Patel

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MANJALPUR VADODARA - 390011
Date of Birth: September 02, 1999

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Skills

- Data Management
- Leadership
- Social Media Platform
- Advanced Communication Skills
- Teacher/Educator/Co-Educator

Area Of Interest and Technical Programming Language

- Apex Programming, Apex Integration, & LWC
- JavaScript
- Python
- Java,
- HTML & CSS
- C Programing Language

Objective

- Enthusiastic In Every Sort Work or Job and eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of Task and Task and training in Skill. Motivated to learn, grow, and excel in Industry.
- My name is Vivek Patel. I am currently a 4th-year Information Technology Engineering student at Theem College of Engineering and Technology, Boisar with an aggregate CGPA of 7.92. I am currently a localite at Nalasopara, Maharashtra.
- Along with my degree. I have done some courses on programming languages like python and javascript, web development tools like HTML and CSS. And Currently Certified as Salesforce Associate.

Projects

Automate Chrome Dino Game using Python | Automated Game| Information Technology Automate Game

- ❖ Google Chrome Dino Game is the free offline/online game in which you can see in your chrome browser when there is no internet connection available.
- ❖ In order to score more, we have to apply machine learning and artificial intelligence.

An Intelligent Pill Box |Medicinal Reminder |Health Care Reminder System

- ❖ Our smart medicine reminder system is designed for, but not restricted to, helping old people in taking care of themselves in taking their medications at the correct time and in the correct amount.
- ❖ The remote [user interface](#) joins with the RoboRemo software programming so that the parental figures can help the patient.

Professional Experience

Benchmark Academy

MUMBAI

Technical And Operational Executive Representative

April '12 till July '12 2021

- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Evaluated and responded to incoming sales leads and requests for technical support assistance.
- Provided support for networking protocols and characteristics, including Type.

Gem Star Corporation

MUMBAI

Help Desk Technician Representative

Sept '1 till Dec '31 2020

- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Resolving problems with networks and other computer systems.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Requesting feedback and/or monitoring calls and other methods of correspondence to improve training methods
- Running reports to analyse common complaints and problems.
- Remotely accessing hardware or software for clients to make changes and fix problems

Quinnox Consultancy Services (Project: Unum Salesforce)

MUMBAI

Salesforce Associate Developer (Consultant at Quinnox, Inc.)

Aug '2, 2022 till Present

- *Worked on various User-stories, refresh process, task ticket & incident ticket.*
- *Workflows to flows migration and data manipulation using Salesforce tools.*
- *Customizing and personalizing the Apps using Salesforce.com, Apex Classes, Triggers, Batches visualforce pages and JavaScript.*
- *Lead Conversion process, email-to-case implementations.*
- *Development using Visualforce pages, Apex classes, Triggers, Batches, and JavaScript.*
- *Code optimization w.r.t. governor limits of salesforce.*
- *Integration using Salesforce APIS.*
- *Implementation of Standard Objects, Custom Objects, Custom Apps, different kind Page Layouts, Related Lists, Tabs, Validation Rules, Workflow Rules, Sharing Rules.*
- *Development using LWC component's, etc.*

Educational Qualifications

Year	Institute	Qualification	Results
March 2016	Infant Jesus High School	SSC	Passed
February 2018	Utkarsha Madhyamik Vidyalaya & Junior College	HSC	Passed
June 2022	Theem College Of Engineering (TCOE)	Bachelor of Engineering	Passed

Certifications

Oct -24 Salesforce Certified AI Associate

Mar-24 Salesforce CPQ: Salesforce CPQ Basics for Admins

Jun-23 Salesforce Certified Associate

Dec-22 Introduction To Data Analytics

May-20 Amazon DynamoDB - Architecture and Features

May-20 ICSI|CNSS Certified Network Security Specialist

May-20 Autopsy Basics and Hands On

May-20 Career In Data Science And AI

Additional Information

LinkedIn Profile –

<https://www.linkedin.com/in/vivek-patel-1892441aa/>

GitHub Profile –

<https://github.com/pv4288>

Twitter Profile –

<https://twitter.com/pv4288554>

Facebook Profile –

<https://www.facebook.com/profile.php?id=100009949874351>