

# Mitwa Patel, BSc

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A highly dedicated and motivated student, specializing in **Computer Systems Technician - Software Support** at **Mohawk College**, passionate about data analytics and programming. I am genuinely excited about the opportunity to apply my technical skills and contribute to the company's position.

## TECHNICAL SKILLS

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- **Programming Languages:** Python, Java, C# (.NET), PHP
- **Web Technologies:** HTML, CSS, Bootstrap, JavaScript, jQuery, Node.js, Express.js, npm (Node Package Manager)
- **Web Design Software:** Wix, Figma
- **Database:** PostgreSQL, MySQL
- **Data Visualization Tools:** Power BI
- **Project Management Tools:** Monday.com, Jira
- **Operating System:** Windows, Unix (including GitBash), Linux
- **Text Editor and IDEs:** VS Code, Visual Studio, IntelliJ, Jupyter Notebook, pgAdmin 4, SQL Express 2019, IDLE, PyCharm, Notepad++
- **Microsoft Office Applications:** Word, PowerPoint, Excel, Outlook, Teams, SharePoint
- **Soft Skills:** Collaboration, Analytical Thinking, Communication, Problem-Solving, Teamwork, adaptability

## EDUCATION

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**Computer Systems Technician – Software Support**  
Mohawk College – Hamilton, ON

**Jan 2023 - present**

**Bachelor of Science in Biotechnology** (*graduated*)  
Parul University – Vadodara, India

**May 2016 - April 2019**

## PROJECTS

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### Simon Game – Client-Side Web Development

- Developed a game using JavaScript, jQuery, CSS, and HTML, following the classic Simon game concept.
- Implemented game logic with multiple levels, integrated sound effects, and created dynamic user interfaces and animations to elevate user experience.
- Utilized jQuery for event handling and DOM manipulation, ensuring smooth gameplay interactions.

### Tim's Hardware Store – Programming in Java

- Created Java program that demonstrated encapsulation, association, inheritance, polymorphism, abstract classes, and interface concepts by modeling products available at Tim's Hardware Store.
- Created different classes based on a UML class diagram. The program simulated customer orders and calculated the total cost.

### QR Code Generator – Server-side Programming

- Developed using Node.js, utilizing npm packages such as inquirer, qr-image, and the native fs module.
- Implemented functionality to prompt users for input, generate QR code images from the entered URLs, and save both the URL and the corresponding QR code image to files.

## WORK EXPERIENCE

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### Web Developer (Co-op)

Jan 2024 – Present

Optimal Innovation Group (OIG), Oakville, ON

- Lead the design and development of a web platform application, focusing on front-end development and UX/UI enhancement, utilizing HTML/CSS, JavaScript, Velo (Wix code) to implement design concepts and optimize website functionality.
- Contribute to business strategies and drive organizational objectives by designing and implementing dynamic data structures, facilitating effective CRM practices, involving in segmentation for targeted campaigns and contributing to sales and marketing activities on the website platform.
- Track website analytics to monitor metrics, analyze CSV data for insights, utilize specific form labels(criteria) for further analysis, and import analyzed data for targeted campaigns.
- Actively contribute to planning, testing, setting up contacts and site members, managing subscriptions, and planning pricing plans to drive customer engagement and retention.
- Develop e-commerce marketplace and API integration to enhance functionality and user experience.
- Actively participate in meetings, collaborate with team members, present insights, and contribute to achieve project and business goals effectively.

### Honda and Acura Finance/Customer Experience Representative

Jul 2022 – May 2023

SYKES Assistance Services Group (ASG), London, ON

- Responded to customer inquiries via telephone, assisting with accurate payment arrangements and resolving account queries promptly.
- Listened and responded appropriately to customer problems and complaints.
- Communicated with Honda and Acura dealerships across Canada for customer assistance and managed customer inquiries with precision.

## VOLUNTEER EXPERIENCE

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### Team Captain – Girls Basketball

May 2015 – Mar 2016

SRGV High School, India

- Served as a team leader by making decisions, supporting, and effectively communicating with teammates.
- Ensured team cohesion and a positive team environment.