

NIYATI TRIVEDI

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EDUCATION

Pace University, Seidenberg School of Computer Science and Information Systems
Master of Science (MS) in Computer Science

New York, NY
May 2024

SUMMARY

- I have 3 years of experience in the development and implementation of identity and access management services.
- Considerably good interaction with the Onsite Coordinator and Clients for multiple problems.

TECHNICAL SKILLS

Programming Languages: Core Java, Python, Jenkins, Docker.

Web Development: JavaScript, HTML, HTML5, CSS, React, Node.js

Database Management: MS-SQL, Oracle-11g, PL-SQL, Oracle DB 11g, SQLite, PostgreSQL, MongoDB, JIRA. Software

Operating Systems: Windows, Linux, MacOS.

Certification: Technical Support Fundamentals, Google

Soft skills: Communication, Collaboration, Problem-solving, Time management, Adaptability

PROFESSIONAL EXPERIENCE

GAO Tek Inc., New York

Technical Support Intern

August 2023 - November 2023

- Boosted issue resolution by 80% through proficient troubleshooting of network, hardware, and software problems.
- Leveraged API expertise to streamline ticket resolution processes and enhance troubleshooting efficiency.
- Demonstrated proficiency in LAN and WAN technologies, ensuring smooth network operations.
- Deployed and maintained cutting-edge server hardware globally, optimizing performance and reliability.
- Maintains detailed documents records of hardware and software configurations, updates, and troubleshooting activities

OMEGA Elevator

Technical Support Representative

May 2019 – August 2022

- Led complex troubleshooting efforts to ensure uninterrupted data center operations.
- Tested and evaluated new hardware components to uphold performance standards.
- Installed and managed large-scale networking gear for seamless data flow.
- Collaborated on project teams, contributing insights and implementing contingency plans.
- Supported end-user activities and administered workstations using remote connection software, delivering prompt and effective assistance to enhance user productivity and satisfaction.

ACADEMIC PROJECTS

Bargain Hunters ([Link](#))

January 2024 – May 2024

- Conceptualized the '**Bargain Hunter**' platform, driving a 35% surge in student financial gains through innovative second-hand trade and student lodging solutions.
- Engineered **Jenkins** and **AWS environment** on GitHub, leveraging OpenAI LLM models, reducing errors by 30%, and enhancing system reliability via **Jira Platform** integration.
- Integrated **API** for seamless third-party service integration, amplifying platform functionality, and enriched user experience, complemented by **React** for intuitive and engaging UI.

Food Save ([Link](#))

January 2024 – May 2024

- Implemented a comprehensive Android application, **FoodSave**, addressing food wastage concerns by facilitating food donations and alerts for available food.
- Leveraged technologies such as Android Studio, Kotlin, and **Firebase**, along with integration of **Google Map APIs**.

Build AI For Tumour Detection Using Python Program

- Applied Innovate AI using Python program that detects tumour in 127 Patient
- Implemented Predictive analysis method for 100% accurate output

ACTIVITIES AND CERTIFICATION

- ✓ Cloud Platform Virtual Work Simulation the Forage, **Verizon**
- ✓ Technical Support Fundamentals Certification, **Coursera**
- ✓ Active participant in **Google's Tech Makers Program**, fostering connections and embracing Google's culture

DECLARATION

- I declare that the information and facts stated above are true and correct to the best of my knowledge and belief.

Date: 07/22/2024

Place: New York

(Niyati Trivedi)