

# DEEP PATEL

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## OBJECTIVE

Motivated Computer Programming and Analysis student with a strong foundation in IT support and a passion for technology. Eager to leverage my technical skills and customer-oriented mindset as a Co-op Help Desk Specialist at Abell Pest Control, providing efficient IT assistance to ensure optimal user experiences.

## HIGHLIGHT OF QUALIFICATIONS

- Strong communication and interpersonal skills.
- Proficient in troubleshooting hardware and software issues.
- Knowledge of Windows 10, Microsoft Office applications, and Android devices.
- Familiarity with ITSM tools and incident tracking.
- Enthusiastic about providing excellent customer service.

## TECHNICAL SKILLS

- **Operating Systems:** Windows 10
- **Software Applications:** Microsoft Office Suite, Office365, Android devices
- **Programming Languages:** SQL, HTML5, CSS3, Java, JavaScript, C, C++, Python
- **Web Technologies:** ASP.NET, Bootstrap, Node.js, Express.js, React
- **Database Management:** Microsoft SQL Server, PostgreSQL, MongoDB
- **Version Control:** Git, GitHub
- **Data Analysis:** Data manipulation, SQL querying
- **Problem Solving:** Analytical skills, troubleshooting technical issues
- **Communication:** Effective collaboration, clear communication

## EDUCATION

### Advanced Diploma in Computer Programming and Analysis

Jan 2022 - Present

Seneca College of Applied Arts and Technology, Toronto, ON

- Object Oriented Programming, Web Development, Software Development Life Cycle (SDLC), Data Structure and Algorithms, Cloud Programming.

## CERTIFICATES

- **C/C++** certified by the Government of India, November 2021.
- **Java** certificate by the Government of India, January 2022.
- **Python** Programming certificate by LinkedIn, July 2023.

## ACADEMIC PROJECTS

### Data-Driven Web Application for Student Management | [GitHub](#)

- Designed and developed a sophisticated web application to manage student and course data, with a primary focus on backend development.
- Leveraged a diverse tech stack, encompassing HTML5, CSS3, Bootstrap5, Node.js, Handlebars.js, Express.js, PostgreSQL, and MongoDB.
- Implemented essential functionalities, including seamless data handling through HTML forms, adhering to best practices for code efficiency and maintainability.

### Library Management System | [GitHub](#)

- Created an application for managing a library using C++.
- Developed functionalities for adding, removing, checking out, and returning publications, and updated the database.

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## ACADEMIC PROJECTS CONTINUE

### Maze Path Finding

- Designed and implemented a Python-based maze generation algorithm, creating intricate and challenging mazes with a focus on uniqueness and solvability.
- Developed an intelligent maze-solving algorithm utilizing advanced data structures and optimized traversal techniques, consistently finding the shortest path from start to end.
- Conducted rigorous testing and validation, optimizing performance and documenting the project comprehensively for future reference. Demonstrated problem-solving skills and teamwork in a collaborative environment.

## WORK EXPERIENCE

### Event Server (Team Leader)

Aug 2022 - Present

Staff Your Events (Toronto, ON)

- Successfully orchestrated seamless execution of multiple tasks and responsibilities during multiple events, showcasing exceptional time management prowess.
- Maintained composure and adeptly handled unexpected situations under the fast-paced and dynamic nature of events.
- Cultivated a collaborative and team-oriented approach, fostering a supportive environment that led to the delivery of highly successful events.
- Exemplified keen attention to detail when arranging event spaces, ensuring precise adherence to event requirements, and leaving no room for oversight.

### Cashier

Sep 2022 – June 2023

Aramark, Seneca College (North York, ON)

- Proactively addressed challenges encountered during transactions, showcasing strong problem-solving skills that directly translate to effective troubleshooting and solution finding in IT roles.
- Delivered exceptional customer service by promptly and accurately responding to inquiries about ingredients, freshness, and food availability, ensuring a positive experience for patrons.
- Demonstrated remarkable adaptability in the fast-paced cashier role, swiftly adjusting to ever-changing customer needs, efficiently managing unexpected situations, and quickly acquiring proficiency in using new technologies.

### English Tutor

Jun 2021 - Nov 2021

Enbee Education Centre (Vadodara, Gujarat)

- Developed and implemented highly engaging and effective lesson plans and materials for IELTS exam preparation, resulting in notable improvements in students' performance.
- Masterfully communicated complex concepts in a clear and concise manner, enhancing students' comprehension and knowledge retention.
- Tailored teaching methods to cater to diverse student populations, ensuring an inclusive and conducive learning environment for all learners.
- Demonstrated a relentless commitment to professional growth, proactively staying abreast of changes in the IELTS exam to deliver the most up-to-date and relevant instruction.