**DEEP PATEL**

647-996-2073 | [pateldeep0295@gmail.com](mailto:pateldeep0295@gmail.com) | LinkedIn | GitHub

# 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.