Dev Patel

437-221-2087
devp1400@gmail.com
LinkedIn: linkedin.com/in/devpatel7
Leetcode: leetcode.com/u/dpatel7/

Enthusiastic Computer Science student with a robust portfolio of projects and hands-on experience in software development and technical support. Blends innovation and problem-solving with a solid grasp of modern technologies. Proven ability to deliver user-centric solutions in both independent and team setting. Passionate about leveraging my skills to create impactful and scalable product, with a keen interest in machine learning, data science and full-stack development.

EDUCATION

York University / North York, ON   (September 2022 – September 2024)

B.S Computer Science

Embarking on an educational journey that encompasses a spectrum of disciplines in Computer Science, including:

- Fundamentals: Introduction to Computer Science & Programming, Discrete Mathematics, Statistics
- Exploring Frontiers: Research Directions in Computing, Programming for Mobile Computing, Artificial Intelligence Concepts, Computer Network Protocols and Applications
- Architecting Systems: Computer Organization, Software Tools, Operating System, Software Design, Introduction to Databases Systems
- Problem Solving: Design & Analysis of Algorithms, Data Structures Implementation, Machine Learning Algorithms

Skills

- Proficient in a diverse array of languages including HTML, CSS, JavaScript, Python, R, Java, C++, C, C#, XML, PHP, Kotlin, SQL, PostgreSQL, ReactJS, NodeJS, UNIX, Linux, RISC-V, Verilog and more.
- Skilled in machine learning and AI technologies like Numpy, Pandas, Matplotlib, Scikit-learn, TensorFlow, Keras, Power BI, Tableau and PyTorch.
- Experienced in using tools and technologies, like Microsoft Word, Excel, PowerPoint, Access, RESTApi's, Microsoft Azure, Docker, Kubernetes, Agile/Scrum, Git, VS Code, PyCharm, Eclipse, Android Studio, Notepad++, Google Colab and Jupyter Notebook.
- Have a good hang of concepts and methodologies like Software Development Life Cycle (SDLC), Version Control, DevOps, Continuous Integration/Continuous Deployment (CI/CD), Data Warehousing etc.
- Soft Skills: Problem-solving, Team Collaboration, Communication, Leadership, Adaptability, Analytical Thinking, Project Management, Time Management, Critical Thinking,

Projects

- **Dictionary Connection:** Developed a Java program to connect to a DICT (Dictionary Server Protocol) server and retrieved dictionary data. Implemented functionality to establish TCP socket connections with the server, handle initial welcome messages, and send requests for database information, matching strategies, word matches, and definitions. Designed classes representing dictionaries, matching strategies, word definitions, and exceptions to organize and manage the retrieved data effectively.

  Skills Applied: Object Oriented Java Programming (OOP), Socket Programming, Networking Protocols, Exception handling, Data Parsing and Processing, Multithreading, Testing and Debugging.

- **Machine Learning Model for Identifying Fruits and Vegetables:** Developed a model to classify fruits and vegetables from images using Python libraries such as Numpy, Pandas, and Matplotlib for data processing, and TensorFlow and Keras for deep learning. Implemented CNNs for accurate identification.

Employment Experience

24/7 Intouch / Winnipeg, MB   (October 2020 – December 2021)

Technical Advisor

- Diagnosed and swiftly resolved intricate technical challenges for diverse users, maintaining a 94% issue resolution rate, aligning solutions with effective business strategies.
- Orchestrated tailored guidance and training sessions that elevated user proficiency by 60% in navigating complex software, collaborating with cross-functional teams to ensure comprehensive learning.
- Proficiently interfaced with users via various channels, documenting and addressing issues with a meticulous 98% accuracy in problem identification, leveraging predictive analytics for proactive issue resolution.
- Leveraged cutting-edge testing, profiling, and debugging techniques to successfully address 200+ user-reported anomalies, fostering streamlined operations.
- Pioneered proactive research into user guides and technical references, integrating novel solutions into the knowledge base and enhancing first-contact resolution by 25%.
- Ensured customer satisfaction by troubleshooting Apple/iOS(iPhone, iPad, and Mac) and Android devices issues, scheduling and conducting 50+ appointments, and achieving a 95% issue resolution confirmation rate through follow-up calls.