

Dev Patel

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OBJECTIVE

Driven Computer Science student with proven expertise in software development and technical support, seeking to apply my skills in creating scalable, user-focused solutions. Adept at utilizing modern technologies to solve complex problems, I aim to contribute to impactful projects in machine learning, data science, and full-stack development. Focused on delivering high-quality results in both independent and team environments, with a commitment to innovation and continuous improvement.

EDUCATION

York University (North York, Ontario)

(December 2024)

Bachelor's in Computer Science

Comprehensive Coursework:

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

SKILLS

- Programming Languages: HTML, CSS, JavaScript, Python, R, Java, C++, C, Kotlin, SQL, PostgreSQL, ReactJS, NodeJS, Linux, RISC-V, Verilog and more.
- Machine Learning & Data Science: TensorFlow, Scikit-learn, Numpy, Pandas, Matplotlib
- Tools and Technologies: Microsoft Word, Excel, PowerPoint, Access, RESTAPI's, Git, VS Code, PyCharm, Eclipse, Android Studio, Notepad++, Google Colab and Jupyter Notebook.
- Soft Skills: Problem-solving, Team Collaboration, Communication, Leadership, Adaptability, Analytical Thinking, Project Management, Time Management, Critical Thinking.

PROJECTS

- Note-Taking Web App
Description: Developed a full-stack note-taking app using ReactJS and Tailwind for the frontend, and Django for the backend. The app allows users to create, edit, and delete notes, with persistent data storage using a PostgreSQL database.
Skills Applied: ReactJS, Tailwind, Django, PostgreSQL, Git, UI/UX Design.
- Big Data Analysis with Spark
Description: Analyzed large datasets using PySpark for distributed data processing. Leveraged AWS S3 for data storage and PostgreSQL for database management, applying advanced data analytics techniques with Python to extract meaningful insights.
Skills Applied: PySpark, PostgreSQL, AWS S3, Python, Data Analytics.
- Three Musketeers Game
Description: Built a Java-based Three Musketeers strategy game with turn-based play, customizable boards, and AI opponents. Utilized the MVC pattern to separate game logic from the interface.
Skills Applied: JavaFX, OOP's, Maven, Junit, Design Patterns.

- Fruits & Vegetables Classifier

Description: Developed a CNN model using TensorFlow to classify fruits and vegetables from images.

Skills Applied: Python, TensorFlow, Keras, Pandas, NumPy.

EMPLOYMENT EXPERIENCE

24/7 Intouch (Winnipeg, Manitoba)

(October 2020 – December 2021)

Technical Advisor/Analyst II

- 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.