

Pratik Patel

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SUMMARY

I am a Computer Science student seeking an IT co-op opportunity to apply strong problem-solving skills, programming fundamentals, and a troubleshooting mindset in a real-world technical environment. Experienced working in fast-paced settings with high attention to detail, clear communication, and professionalism when handling sensitive information. Eager to learn quickly, collaborate with teams, and contribute to IT support, QA, or junior development tasks.

EDUCATION

Bachelor of Computer Science

University of Regina • Regina, SK

CERTIFICATIONS

Introduction to Social Media Marketing

Meta • 2023

- It builds digital platform familiarity, strengthens clear user-focused communication, and introduces analytics/metrics thinking—skills useful for supporting users, documenting processes, and troubleshooting issues in software and online tools.

SKILLS

Technical Skills

- **Programming (Foundational):** Python, C++, Java, PHP
- **Web (Foundational):** HTML, CSS
- **Troubleshooting:** Basic hardware/software troubleshooting; identifying issues, documenting steps, escalating when needed
- **Data & Accuracy:** Detail-oriented data entry/verification; comfortable working in system-based workflows (e.g., HealthWATCH)
- Tools & Software
- **Version Control:** Git, GitHub
- **IDEs/Editors:** Visual Studio Code, DrRacket, Replit
- **Systems:** HealthWATCH, POS systems
- **Productivity:** Microsoft Office (Word, Excel, PowerPoint), Google Workspace (Docs, Sheets, Drive)
- **Operating Systems:** Windows, macOS

Soft Skills

- Clear communication and customer-focused support
- Team collaboration in fast-paced environments
- Strong attention to detail and accuracy
- Time management, multitasking, and reliability
- Quick learner and adaptable to new tools

EXPERIENCE

Pharmacy Assistant

Shoppers Drug Mart

June 2024 - Present, Regina, SK

- Assisted pharmacists by preparing prescriptions, managing inventory systems, and updating patient records to streamline operational workflows in a high-volume retail environment.
- Facilitated communication between patients and healthcare providers by efficiently relaying prescription information, addressing inquiries, and ensuring adherence to regulatory protocols within a fast-paced pharmacy setting.
- Updated and maintained confidential medical records while adhering to privacy regulations, ensuring accuracy in prescription documentation and supporting compliance audits.
- Processed third-party billing claims, clarified insurance discrepancies with providers, and supported the resolution of payment issues to facilitate accurate and timely reimbursement for prescription medications.