

EMPLOYMENT

Technical Systems Analyst,

Co-op

Royal Bank of Canada

May – August 2018

End User Services

- Performed RBC Reimage process for over 20 Microsoft Surface Tablets & Laptops and 50 MacBook Pros for Developers, VPs, and SVPs throughout the bank
- Troubleshooted and resolved over 50 Windows 7, 10, and MacOS issues on desktop, laptop, and virtual platforms through HP Service Manager 9
- Led and assisted monthly MacOS onboarding and troubleshooting sessions for various RBC departments, 10-15 users per session attended

Automated Application

Developer, Co-op

BMO Financial Group

September - December 2017

- Contributed in daily team scrums to discuss past day accomplishments, bottlenecks occurred, and current tasks being worked on
- Interacted closely with DevOps Account Managers to ensure all DevOps intake board activities were captured correctly and up to date to ensure efficiency during the Intake Onboarding process
- Created a dashboard webpage to display Metrics extracted from Continuous Deployment Tools using HTML, CSS, JavaScript & Bootstrap

IT Student/Inventory Map

Analyst

Hospital for Sick Children

June - August 2017

- Inventoried over 4000 end-user devices onto Microsoft Excel spreadsheets and 2D map using Microsoft Visio
- Used floor plans and Excel spreadsheets (containing end-user device inventory) to develop a 2D inventory through Microsoft Visio

EDUCATION

Toronto, ON

Ryerson University

September 2015 – Present

- **Major:** Computer Science Honours Co-op, B.S.C.
- Co-op work-terms completed: **3/5**
- **Programming Coursework:** Introduction to Software Engineering, Web Applications, Databases Systems, Algorithms

TECHNICAL EXPERIENCE

Projects

- **Ronak Patel Portfolio** (2018). Person website where I am able to creatively display my web programming skills. Built using HTML, CSS, JavaScript, jQuery, and Bootstrap.
- **Weather Forecaster** (2018). React based application used to find daily weather conditions around the world. Built using HTML, CSS, React.js, OpenWeather API
- **Tic Tac Toe** (2018). React based classic Tic Tac Toe game, users one by one select areas on a 3x3 grid to obtain three consecutive X's or O's vertically, horizontally or diagonally to win. Built using React.js, HTML, CSS.

Languages and Technologies

- **(proficiency):** Java, C, HTML, CSS, JavaScript, SQL, Bash Shell Scripting **(familiar):** jQuery, Node.JS, React.JS, Swift, Python
- Git, Slack, Oracle SQL Developer, VMWare, PuTTY, Skype for Business, Atlassian (JIRA)
- **IDEs:** Visual Studio Code, Eclipse, Atom, DrJava