

SETUL PATEL

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WORK EXPERIENCE

Technical Support Advisor

Concentrix

December 2020 – Present

Hamilton, Ontario

- Troubleshoot basic and routine customer issues that are technical in nature; including hardware, software, networking, or other designated client products
- Prepare complete and accurate work including appropriately notating accounts as required.
- Participate in activities designed to improve customer satisfaction and business performance

Documenting

Multi-tasking

Communication

problem-solving

Software Developer Intern

Indian Infotech Private Limited

July 2017 – August 2019

India

- Worked in a team of 6 software engineers to make new intelligent access control unit which provided a host of features which at the end made it suitable for use in a wide range of environments controls and provided secure On-Line or Off-Line door access management system including software and hardware installation.
- Developed a tailor made payroll software solution for organizations which eliminated risk of non compatibility of the software with the system using MVC framework and connection to the bank servers that met all the specific business requirements for organizations.

MVC

Multi-threading

IOT

JavaScript

PHP

JAVA

EDUCATION

Masters of Science in Electrical and Computer Engineering

Lakehead University

GPA : 3.33/4

September 2019 – December 2020

Thunderbay, Ontario

Bachelor of Engineering in Computer Engineering

LDRP Institute of Technology and Research

GPA : 3.7/4

September 2015 – May 2019

Gujarat, India

SKILLS

Programming Languages

- HTML, CSS, C, C++, Core JAVA, SQL

Scripting Languages

- JavaScript, Python, Django, Flask

Databases

- MySQL, MongoDB, Postgresql

Framework

- NodeJS, ReactJS, MVC, REST

Other Tools

- Git, Github, BootStrap, PHP

ACHIEVEMENTS



Ranked Second in X-Innovative Project Expo 2019

Xenesis is a Tech-festival organized by L.D.R.P. Institute of Technology & Research held in Gandhinagar in which I led a team for 6 members and secured 2nd rank for project called "Smart City".

Leadership

Teamwork

Project Management

Decision Making

PROJECTS

Smart City

- A project which included some components of itself such as Smart Highway, Smart Parking System, Smart Home, Smart college application and smart garbage collection which in the end was called Smart city. The project included implementation of front end, back end with IoT devices.

JavaScript

PHP

SQL

CSharp

JAVA

Python

Django

Life Insurance Corporation of India

- Developed a website for local insurance company which included user login with credentials or social platforms, interacting with different type of insurances including the feature of payments through different platforms.

JavaScript

React.JS

BootStrap

Rama's Gym and Fitness

- Simple website for a local gym included some data of the users implemented using Python and Django. The website had some features including diet plans for particular users and gym plans which can be bought from website.

Python

Django

Postgresql

LANGUAGES

English

Hindi

Gujarati