

Setul Patel

Toronto, ON | setul.patel@outlook.com | 647-507-8860 | LinkedIn: Setul Patel

Education

Lakehead University
Master of Electrical and
Computer Engineering
GPA : 3.33/4.0

Sep 2019 - Dec 2020
Thunderbay, ON, Canada

**LDRP Institute of
Technology and
Research**
Bachelor of Computer
Engineering

GPA : 3.7/4.0
Aug 2015 - May 2019
Ahmedabad, India

Skills

Technical

- HTML5 , CSS3
- C, C++, Java
- Python Programming
- Java Script
- PHP, MySQL
- MongoDB, PostgreSQL
- Django
- Flask
- NodeJS
- ReactJS
- MVC
- REST API
- Github
- Bootstrap

Soft Skills

- Strong Aptitude
- Adaptability
- Problem Solving
- Effective Communication
- Customer Service
- Persistence and Patience
- Attention to detail
- Willingness to learn
- Teamwork
- Quick Learner

Experience

Concentrix | Technical Support Advisor

December 2020 - Present | Hamilton, ON, Canada

- Listen attentively to customer needs and concerns, demonstrate empathy while maximizing opportunity to build rapport with the customer.
- 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.

Indian Infotech Private Limited | Software Developer Intern

July 2017 - August 2019 | Ahmedabad, Gujarat, India

- Worked in a team of 6 software engineers to make Multi-user advance attendance recording system and support MySQL database.
- Implemented application in Django that enabled our internal analytics team to increase reporting.
- Developed payroll software solution for organizations which eliminated risk of non-compatibility of the software with the system using MVC framework.

Projects and Achievements

Smart City

- A project which comprised components such as Smart Highway, Smart Parking System, Smart Home, Smart college application and smart garbage collection which in the end was called Smart city.
- Developed software for each components to make it interactive with hardware and IoT devices.
- Used : HTML, CSS, JavaScript , PHP, MySQL, Python, IoT, CSharp

Software Application - Life Insurance Corporation of India

- Built a full-stack application to allow users to simulate by logging in and interacting with different types of insurance and services related financing.
- Implemented 100% secure web payment method for users using API.
- Used : JavaScript, ReactJS, Bootstrap, MySQL

Web Application - Rama's Gym and Fitness

- Created a web interface for a local Gym that allowed users to track their physical strength and to buy franchise items as well.
- Developed interacting admin side for client to monitor the progress and manage stock of the franchise items accordingly.
- Used : HTML, CSS, Bootstrap, Python, Django, PostgreSQL

Face recognition based attendance system

- Deployed easy and secure way to take attendance of students and teachers which uses biometrics to map facial features from an image or video.
- Implemented machine learning techniques to enhance image quality to help application work properly in poor light as well.
- Used : Python, Machine learning, Tensorflow, Numpy