

MANN PATEL

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SUMMARY

Detail-oriented professional with a Computer Engineering degree and certification in Mobile Solutions Development. Experienced in data entry, administrative support, and customer service. Proficient in managing billing and address information, providing technical support, and handling documentation. Excellent communicator with a strong typing speed and proven ability to work in a fast-paced environment.

EDUCATION

Mobile Solutions Development (Post Graduate Certificate)

Sep 2022 – Dec 2023

- Conestoga College, Waterloo, Ontario (GPA: 3.64)

Bachelor of Computer Engineering

Aug 2017 – Jul 2021

Gujarat Technological university

- Graduated with an active aggregate of 8.9 CGPA in overall academics.
- (Equivalent to a Bachelor of Computer Science degree from an Ontario university)

SKILLS

Technical Skills:

- Data Entry: Fast and accurate typing (40+ WPM), attention to detail
- Programming languages: JavaScript, C#, Swift, SQL, HTML, CSS, PHP, Python.
- Libraries/Frameworks: ReactJS, NodeJS, Bootstrap, DOM.
- Database: MySQL, MongoDB, PhpMyAdmin.
- Software Methodologies: Agile methodology, Object-oriented Design, SDLC, SCRUM, cloud-first environments AWS.
- Testing & Version Control: Git, GitHub.
- Development Tools: VS Code, PyCharm, Figma, Microsoft Office Suite, Microsoft Azure, Jira, CI/CD.
- Proficient in VMware, Ubuntu Linux, Windows Operating Systems, Microsoft SharePoint, Microsoft Server Operating Systems, Microsoft Outlook, and Networking, highly adept in Microsoft Excel, Access and Word. SQL, PowerBI, VBA.
- AWS Certified Cloud Practitioner (CLF-C02)

Soft Skills:

- Excellent communication and customer service skills
- Strong organizational and problem-solving abilities
- Ability to work under pressure and meet deadlines
- Adaptable to changing priorities and flexible working hours.

EXPERIENCE

Technical Customer Support Specialist

Dec.2023 – Apr.2024

Teleperformance, Canada

- Provided first-level technical support for product installation, operation, and maintenance.
- Research and evaluate information to create clear and concise executive summary, diagrams, and presentations.
- Responded promptly to inbound customer queries and troubleshooting via phone, email, and chat.
- Built and maintained positive customer relations by offering personalized solutions.
- Coordinated with various functions within the company to ensure timely resolution of customer requests and working hands-on with distributed systems and maintain detailed records of user interactions. Experienced with Microsoft CRM.
- Demonstrated exceptional call handling skills, including active listening and empathy.
- Conducted rigorous checks on support interactions, ensuring adherence to service standards and identifying areas for improvement.
- Assisted in training new team members on product knowledge and customer service best practices, promoting team cohesion and performance.
- Contributed to the development of FAQs, troubleshooting guides, and knowledge base articles, empowering customers and enhancing support efficiency.
- Actively participated in team meetings, providing insights to optimize workflows and enhance customer satisfaction.

Software Full Stack Developer Co-op

May.2023 – Oct.2023

Blackberry Inc (Waterloo, ON)

- Implemented Cypress test cases and crafted UI Components in the storybook.
- Contributed to a React JS, TypeScript, and Java-based product, enhancing functionality by 20 percent.
- Automated testing with Cypress, reducing manual efforts by 40 percent.
- Collaborated in cross-functional teams for on-time software updates and resolved defects with a 50/week rate.

Healthcare Administrator

Oct.2021 – Jul.2022

Task Flow Answer Pvt Ltd., Anand, India.

- Verified patient insurance and demographic details, ensuring accurate billing information for medical procedures.
- Collaborated with physicians to provide comprehensive patient information, facilitating informed decision-making.

PERSONAL PROJECTS

THE EXPLORERS

Sep.2023 – Dec.2023

- Developed and maintained comprehensive project documentation, including project plans, requirements documents, and user manuals, ensuring clear communication and alignment across team members and stakeholders.
- Collaborated closely with clients to understand their design preferences, gathered feedback, and translated requirements into visual concepts and designs, resulting in high client satisfaction and successful project outcomes.
- Created diagrams, flowcharts, and wireframes to illustrate project workflows, system architecture, and design concepts, effectively communicating complex ideas to team members and stakeholders.
- Contributed to the successful completion of the project through meticulous documentation management and effective client communication.