

Ved Patel

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Summary

Motivated IT professional with 1.5 years of software development experience and 4 months in technical support at Geek Squad (Best Buy). Skilled in full-stack development, troubleshooting, and user-focused solutions. Seeking to contribute both technical expertise and customer service skills to a fast-paced, growth-oriented organization.

Education

Advanced Diploma in Computer Science, Algonquin College Jan 2023 – Apr 2025

- GPA: 3.54/4.0 (Transcript)
- **Coursework:** Web Enterprise Applications, Java Application Programming, Software Design and Testing

Technical Skills

Languages & Frameworks: Java, Python, C#, Angular, React, Next.js, Spring Boot, ASP.NET

DevOps & Cloud: AWS, Azure, Google Cloud Platform (GCP), Docker, Kubernetes, GitHub

Tools & AI Technologies: Postman, Jira, VS Code, Visual Studio, Hugging Face, TensorFlow, OpenAI APIs

Experience

Software Developer Intern, Communications Security Establishment – Ottawa, ON Sept 2024 - Apr 2025

- Developed an internal CSE Marketplace to securely store confidential processes, reducing search time by 50%.
- Designed a responsive, user-centric UI aligned with CSE-theme using React, JavaScript, HTML/CSS, and Figma.
- Secured site with Auth0, containerized via Docker/Kubernetes, and deployed to AWS EKS for scalable access.
- Led a team of 3, used Jira to deliver a platform used by 10+ CSE teams, and wrote detailed documentation.

Technical Support Specialist, Geek Squad Best Buy – Ottawa, ON Oct 2023 - Jan 2024

- Resolved 150+ tech issues for PCs, phones, and tablets, delivering fast in-store diagnostics and troubleshooting.
- Assisted 20+ daily customers via walk-ins and calls, providing solutions, setup, and connectivity problems.
- Achieved 90% customer satisfaction by addressing concerns and escalating complex cases when needed.
- Performed diagnostics using Geek Squad tools, accurately identifying hardware/software issues for repairs.

Frontend Designer Intern, Hitech Digital Solutions – Ahmedabad, Gujarat, India May 2022 - Nov 2022

- Created interactive UI prototypes in Figma to modernize container tracking, replacing Excel-based workflows.
- Built and tested responsive frontend with Angular 13, Angular Material, and CSS to ensure consistent UX.
- Collaborated with stakeholders to gather feedback and refine design and documentation during development.
- Supported process improvements that reduced manual data entry workload by approximately 70%.

Projects

SageMedic-AI GitHub

- **Description:** Developed an AI healthcare platform to reduce diagnosis wait times by 40% in the medical system.
- **Role:** Designed the platform and selected a top Hugging Face model from 20+ options for symptom analysis.
- **Tools used:** Angular, Tailwind, Python FastAPI, Hugging Face, TensorFlow, Google Cloud Run, GitHub.

Certificates

Agile Software Development, LinkedIn Learning (CompTIA Authorized Partner) May 2025