ARPANKUMAR PATEL

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Summary

Dedicated helpdesk professional currently providing technical support in a 40,000+ user environment. Skilled problem-solver able to communicate with users at all levels of technical proficient. Troubleshoot, resolve and document user help requests for desktop, laptop, mobile, network and peripheral problems.

EDUCATION

Computer Science (Software Development) | DePaul University | Chicago, IL 2015 – 2017 | Cum Laude | 3.5 GPA

RELEVANT COURSES

- Web Development I
- Content Management (WordPress & Drupal)
- Computer Systems I & II
- Database Programming (SQL)
- Distributed Systems
- Software Capstone Projects
- Object-Oriented Software Development
- Design and Analysis of Algorithms

EXPERTISE

- HTML5, CSS3, JavaScript, Bootstrap
- Java, Python, C, Scala, PHP, SQL,
- IntelliJ, Eclipse, PyCharm, XCode, and Sublime
- WordPress, Drupal, C9, Django
- Windows XP/7/8/10, OS X, Linux
- Proficient in Microsoft Office & Office 365

AWARDS

- Illinois Technology Foundation Fifty for the Future
- Upsilon Pi Epsilon International Honor Society of the Computing and Information Disciplines
- Phi Theta Kappa Honor Society
- Dean's List all quarters

RELEVANT COURSE PROJECTS

Software Projects || Spring 2017
Within my capstone team, developed a web application using Django where students can modify their curriculum. I focused on front-end using Bootstrap to create a UI/UX friendly design for students, faculty, and admins and made the application visually appealing to market to the client. I managed the team through maintaining the project timeline, assigning and delegating tasks, and following up on progress.

Web Development I | Spring 2015
- Patel's Travel Reservation & Patel's Pizza Ordering Site. Percentage Calculator.

Content Management Systems | Winter 2016
- Led a team of four students in designing, coding, and implementing a website using Drupal and WordPress. Prepared and submitted weekly status reports.

RELEVANT EXPERIENCE

Advocate Health Care (June 2018 – August 2018)
IT Support Specialist
- Took calls and emails from the client the with software, hardware, and networking issues
- Utilized ticketing system such as LANDESK to document client interactions and remotely inventory and manage Advocate computers
- Requested updates and making changes with other IT Support Specialist to document reoccurring end user issues and their solutions
- Followed best practices to ensure the protection of end user accounts when assisting in password resets and unlocks of accounts.
- Maintained awareness of client calls queued and adjusts behavior accordingly in order to meet department Abandonment Rate goals
- Provided training and guidance to peers to ensure team effectiveness with problem resolution services and achievement of the department FCR goal
- Adhered to policies and procedures, ensuring schedule adherence objectives are met
- Established and maintains positive client relationships, follows defined call handling techniques and ensures client satisfaction/survey goals are met
- Maintained an awareness of, and meets all expectations for incident quality
- Contributed to the growth of the department's knowledgebase by continually seeking out information regarding new and existing applications, products and services offered by Information Systems

Garrett-Evangelical Theological Seminary (September 2017 – June 2018)
Education Technology Administrator
- Assisted with classroom technology issues which may include projectors, videos, PowerPoint, microphones, etc.
- Worked closely with the Director of Digital Learning, the Academic Dean, Registrar, and Administrator for Academic Affairs to support faculty and student needs and requests related to digital pedagogy
- Monitored spiceworks and provide timely response to faculty needs related to computer and software issues in teaching and research
- Managed of the Scorpion Chart (computer used to video conference students into classroom lectures)

- Oakton Community College
  Phi Theta Kappa – Fall 2013 – Spring 2015
- DePaul Computer Science Society
  Autumn 2015 – Spring 2017
- TRiO – Student Support Service
  Autumn 2015 – Spring 2017

- Trained student workers on the use of Scorpion Cart and worked with faculty and students on requests regarding the Scorpion Chart Supervised multimedia student workers
- Worked with faculty and students regarding Zoom, Skype, Google Hangouts, and GoTo Meeting.
- Provided support, as the primary contact, for the Moodle learning management system to faculty and students
- Assisted faculty with building new courses, troubleshooting, and orientation to Moodle
- Assisted in a personal computer and help desk support
- Maintained and managed the use of two video cameras, SD cards, and sound recording equipment
- Recorded faculty lectures, presentations, and other special events upon request
- Coordinated sound booth management with the Dean of Chapel for worship services and other chapel events
- Transferred, edited, and uploaded videos to appropriate YouTube channels
- When possible, provided innovative ideas to support the use of technology in the classroom

Maine East High School (June 2012 – June 2018)
Building Computer Technician College Intern (Help Desk Support)

- Monitored eduphoria and provide timely response to help desk issues within 30 minutes and the update status of tickets
- Rested password for student and faculty using Active Directory
- Coordinated with technology team of four to assist the resolution of help desk tickets (eduphoria) and special projects
- Supported end users in the use of technical equipment and software with the creation of simple user guide
- Scheduled to setup computer labs, printers, class rooms as needed throughout the building
- Handled software upgrades and installations, and PC imaging and configuration
- Assisted users in creating accounts and passwords, and set-up Outlook
- Maintained details and up to date inventory of technological equipment

Oakton Community College (January 2013 – September 2015)
Lab Assistant

- Assisted Students and staff members with technical support in person and over the phone.
- Answered questions from callers, and created computer issue tickets
- Installing and configuring in the deployment of hardware and software
- Trained four new students' employees
- Performed computer maintenance and installed software