**Aryan Patel**

∙ Kitchener, Ontario-N2N-3M1 [Linkedin Profile](https://www.linkedin.com/in/aryan-patel-35240a238/)

+1 (905) 546-6842∙ aryanp204@gmail.com

# TECH SKILLS

**Programming:** Java, C#, Python, JavaScript, C, C++

**Web Technologies:** NodeJS, ASP.NET, HTML, CSS, Bootstrap, jQuery

**Databases:** MySQL, MongoDB, NoSQL

**Other Tools:** Adobe Photoshop, Visual Studio, Figma, JustInMind, GitHub, Visual Paradigm, Microsoft 365, Tableau, Lucid Chart, Okta, Slack

# EDUCATION

**Advanced Diploma in IT Innovation & Design| GPA – 3.48(Current) September** 2023- April 2026

*Conestoga College, Waterloo, Ontario*

**Diploma in Information Technology | CGPA – 7.76/10**  May 2018 - May 2021

*Government Polytechnic, Gandhinagar, Gujarat*

**ADDITIONAL INFORMATION**

* Online Courses and Certificates: Certified Cyber Security Certificate (Udemy) (May 2024)
* Data Science Pro Certificate (Fingertips, Ahmedabad) (March 2023
* BITS Pilani/Postman API Hackathon 2.0 (May 2021)

# WORK EXPERIENCE

**IT Tech Support**

Etech, Gandhinagar, Gujarat May 2021 -June 2022

* Developed and deployed a comprehensive knowledge base, resulting in a 25% increase in customer self-service resolution and a 30% reduction in support ticket volume.
* Optimized the ticketing system, leading to a 40% improvement in issue resolution time and a 15% increase in customer satisfaction scores.
* Conducted root cause analysis on recurring technical issues, implementing solutions that reduced problem recurrence by 50% and improved overall system stability.
* Spearheaded the implementation of remote desktop support capabilities, enabling real-time problem-solving and reducing average resolution time by 35%.

**IT Quality Analyst (Tech)**

Etech, Gandhinagar, Gujarat June 2022 -July 2023

* Executed 500+ test cases monthly, reducing post-release defects by 30% and improving overall product quality.
* Implemented automated testing scripts, decreasing manual testing time by 40% and increasing team efficiency.
* Optimized test environment setup process, reducing preparation time by 50% and accelerating project timelines.
* Conducted daily code reviews for 5 team members, resulting in a 25% reduction in code-related defects.

# PROJECT

UShip (Figma, Tableau, Lucid Chart) (CREART Solution, Ahmedabad, Gujarat) January2018

• Designed an intuitive user interface for a moving and relocation platform, incorporating both packing/moving services and a marketplace for selling unwanted items before moving.

• Developed a user-friendly listing process, allowing members to easily post ads for furniture and household items they wish to sell prior to relocation.

• Developed a bidding system interface for vendors, enabling them to compete for posted items and provide fair market value to sellers.

• Implemented a clean, visually appealing dashboard for users to manage their moving logistics and item listings in one centralized location.

• Designed responsive layouts ensuring seamless experience across desktop, tablet, and mobile devices, optimizing accessibility for users on-the-go.

• Incorporated user feedback mechanisms and rating systems to build trust between buyers, sellers, and moving service providers within the platform ecosystem.

# Volunteer & Workshops

**Leadership Workshop Waterloo, ON**

*Workshop October 2024*

* Participated in workshops enhancing leadership skills and career development
* Engaged in interactive learning sessions that emphasized practical application of leadership theories and strategies.
* Developed a **Big Bold Leadership Goal**, with follow-up sessions to track progress and share success stories, fostering accountability and continuous improvement.

**Orientation Event (Conestoga College) Waterloo, ON**

*Volunteer*  January *2024*

* Assisted in welcoming new students during orientation events.
* Conducted campus tours, providing information about facilities and resources to help **students feel comfortable and informed.**
* Organized and facilitated engaging activities, including mini golf and ping pong, to promote community building and interaction among new students.

**GLF (Gujarat Literature Festival)** **Ahmedabad, Gujarat**

*Volunteer*  January *2021*

* Helped on the front desk, guided guests to their seats, welcomed India’s well-known writers
* Arranged meetups, planning events and workshop.
* Collaborated with a team to ensure smooth event operations, enhancing the overall experience for attendees.