

Bhavika Patel

Front-End Developer | Scrum Master | Systems Analyst

bhavi-p.github.io/portfolio
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(434) 548-5483

Analytical . Organized . Inquisitive

EXPERIENCE

Systems Analyst & Scrum Master | Fidelity Investments

Cloud System Services *April 2021 - Present. Durham, Nc*

- Utilized strong communication skills to elicit the nature of various cloud service requests.
- Documented the cloud service team support processes with instructional details for our external partners to effectively share knowledge and guide them through self-service tools.
- Successfully led the effort of implementing agile principles and artifacts into our daily practices which resulted in 50% higher throughput, better prioritization and stronger communication with our partners.
- Facilitate and maintain the scrum framework by driving efficiency, holding peers accountable, bringing clarity to the team's work and communicating with stakeholders.
- Actively providing support and triage for production incidents regarding server connectivity, environment stability, and cloud application deployments. Coordinated 7 high-volume cloud application installs to promote code into production, including collaboration and planning with the team and external partners
- Mentored and trained peers in support and install activities in order to share responsibility. Led department wide discussions regarding Agile model to share the team's progression and best practices

Enterprise Data Transfer *January 2019 - April 2021. Durham, NC*

- Worked directly with business partners to gather requirements and onboarded external Fidelity clients with EDT connectivity
- Regularly communicated, analyzed, solved, tested, and coordinated connections between Fidelity and clients for DC, DB, and HW products.
- Provided build support for less complex SFTP highways between Fidelity and clients to ensure secure data transfer
- Acted as Server Admin managing DOS scripts and processing code for the EDT Server

Systems Engineering Co-op | Lenovo Group Ltd.

Customer Experience Analyst *August 2017 - December 2017. Morrisville, NC*

- Maintained and measured the durability and longevity of systems in various conditions.
- Created system controls to remotely track data for Hardware & Software Decay.
- Engaged in a number of hands-on projects where it was critical to troubleshoot faulty hard drives by taking them apart, testing, reimage/reset to OOB and replacing necessary parts.
- Led a customer experience analysis study by purchasing Lenovo products from local "big-box" stores to test everything from the customer experience at the store to the performance of the machine.
- Conducted Quality Assurance testing for Lenovo's Star Wars™ Jedi Challenges - AR headsets before launch in November 2017.

EDUCATION

Massachusetts Institute of Technology

December 2021 - September 2022

Professional Certificate in Coding - Full-Stack Development with MERN (Women's Cohort)

North Carolina State University

December 2018

Magna Cum Laude

B.S. in Computer Engineering

B.S. in Electrical Engineering

SKILLS

HTML5	Agile
CSS	Scrum
JavaScript	DevOps
C	Wireframing
JSON	PL/SQL
	Angular

TOOLS

MERN Stack (MongoDB, ExpressJS, React and NodeJS)
Strapi . Postman . Express . Docker . Visual Studio Code . Git . Eclipse . Oracle SQL . Developer . Tailwind . Figma . Jira . Datadog GraphQL . AWS S3

CERTIFICATIONS & TRAINING

Certified Scrum Master

November 2021

Scrum Alliance

AWS Cloud Practitioner Training

June 2020

Udemy

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