

# Dhrumil Patel

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## SKILLS

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**Languages:** Python, C, C++, JavaScript, Java, SQL, HTML/CSS, Assembly Language

**Frameworks:** React, Node.js, NextJS, NestJS, External APIs

**Tools:** PostgreSQL, Unix, Git, JUnit

**Techniques:** OOP, Dynamic Programming

## EXPERIENCE

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### Toronto Zoo— Guest Relations Group Leader

Mar 2019 – Oct 2021 (seasonal)

- Facilitated the admission process of high-profile guests and large groups to ensure a **quick** and **compelling** admissions experience
- **Supervised, Trained** and **Evaluated** Cashiers based on Zoo policies
- Handled guests' complaints/inquiries via phone, email, in-person and coordinated with manager to resolve issues
- Re-counted cashiers' till, checked cashiers' paperwork and **communicated** major errors to manager
- Worked in a fast-paced environment and helped resolve unusual situations (lost child, injured guests, animal escapes, power outages )

### Toronto Zoo— Cashier

Mar 2018 – Mar 2019(seasonal)

- Welcomed guests to the Zoo and facilitated their admission process
- Received a **perfect** score on Mystery Shopper report
- Made sales transactions with **98% accuracy** on balanced paperwork
- **Highest** sales of Zoomobile (train ride) tickets among 30 cashiers

### City of Markham – Programming Teaching Assistant

Sept 2019 – Aug 2021 (part-time)

- Taught algorithms, data structures, high-level languages and best coding practices to students (ages 14 -16)
- **Collaborated** with teaching team to create new content, and improve delivery
- Improved my understanding of good coding practices, algorithms and data structures through teaching

## EDUCATION

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**University of Toronto**, B.A.S, Computer Engineering + PEY

Sep 2020 – May 2025

GPA: 3.84 / 4.0

## PROJECTS (see more at [dhru0902.github.io/projects](https://github.com/dhru0902))

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### SeamCarving

- Used **Python** and **C** to resize an image based on content-awareness (removed less important pixels/seams). Utilized dynamic programming and image library.

### Personal Website

- Applied **HTML**, **JavaScript**, and **CSS** techniques to create a responsive webpage to display my achievements, projects, and contact info.

### GomokuGame

- Helped develop and optimize a computer vs human Gomoku game in **Python**. The computer engine was optimized to block the human from winning.