DHRUVIT PATEL

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Motivated Software Engineer with diverse skills in numerous programming languages and technologies. Equipped with a robust background in software development and the ability to collaborate with team members in an Agile SDLC environment. Seeking a challenging entry-level role in software development with a dynamic, growth-focused company. Graduating in 2023 with a BS in Computer Science.

Professional Experience

Blue Cross & Blue Shield of Illinois | Waukegan, IL
Information Technology Help Desk Analyst | June 2021 - August 2021
- Documented incident and request specifics in the Incident Management System by using strong technical analysis abilities, enabling the team to achieve a 80% resolution rate across all tickets
- Diffused end-user escalations by collecting, analyzing, and forwarding all relevant information to Tier II tech support, enabling senior staff to achieve a 90% increase in operating efficiency
- Resolved up to 80 technical support tickets daily for end-users within the organization by collaborating effectively with internal/external groups, driving a 99% boost in team-wide productivity
- Triaged complex technical issues by leveraging software/hardware technical expertise and strong attention to detail, completing 95% of troubleshooting and resolution in under 15 days

Northern Illinois University | Dekalb, IL
Undergraduate Research Assistant | August 2021 - April 2022
- Collaborated with high volume laboratory team members to conduct research on computing methods for 3D protein structure prediction that resulted in the publication of OSEEL journal articles
- Programmed predictive models by coding with Python, Docker, Jupyter Notebook, and Cloud Database, completing and debugging 100+ lines of code to advance research objectives
- Streamlined data collection, evaluation, and analysis by utilizing [Google Colab] and automating processes to yield research insights

Project Experience

Full Stack Website Development: Product Store System for Car Parts | Northern Illinois University
- Developed a user-friendly website to encompass details of inventory, product pages, shopping cart, order tracking, checkout, payment status, and bills
- Designed web page layouts, authored code, and edited content to comply with project guidelines
- Incorporated data from local directories to the server leveraging knowledge of HTML, PHP, and JavaScript
- Acted as a key player in the delivery of sound recommendations to drive process improvements and enhancements
- Leveraged expertise with MariaDB database, Linux servers, and PHP to coordinate website development functions
- Established an efficient software to align with course objectives, coordinated the analysis of code and troubleshooting of technical concerns

Husky Hack Hackathon Participant (2022)
- Created a QR Code Scan - Source Code App to combat food waste and achieve significant improvements in food waste prevention efforts
- Integrated features to link QR Code to an application, delivering detailed data for a variety of food products
- Allowed for app to provide information on organic products and items with short shelf lives including fruit/vegetables, dairy, and meat products
- Additionally, provides data on where product was produced/grown to focus on utilizing products from small, family-run farms

Core Competencies

Full-Stack Software Development, Data Structures, Application Development, Performance Tuning, Team Collaboration, Coding & Programming, Software Troubleshooting, Agile Frameworks

Technical Skills

Java, Python, C++, HTML/CSS, PHP, Unix, JavaScript, MySQL, ASP.NET, Swift, Windows, Mac OS, Linux, DrJava, VS Code, Code: Blocks, Data Analytics, Google Analytics, Linux Mint, Putty, Git/GitHub, phpMyAdmin, MongoDB

Education & Certifications

Bachelor of Science, Computer Science-Software Development, Northern IL University (In Progress)
Associate of Science, Computer Science, College of Lake County (2021)
iOS Developer Certification, Udemy (2022)
Microsoft Technology Associate (MTA) on HTML5, Microsoft (2017)