

# Deven Patel

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## OBJECTIVE

Seeking full-time IT Support / Systems Administration roles starting May 2026, providing Tier 2 Windows/macOS endpoint support including imaging/re-imaging, OS upgrades, software deployment, VPN/Wi-Fi and network triage, ITSM ticket resolution, and documentation to improve SLAs.

## EDUCATION

### Bachelor of Science in Computer Science

University of Illinois at Chicago, Chicago, IL

Aug 2022 – May 2026

GPA: 3.65

## EXPERIENCE

### Computer Specialist (Tier 2 IT Support)

UIC Technology Solutions

Sep 2023 – Present

Chicago, IL

- Provide Tier 2 endpoint support for Windows and macOS (desktop/laptop), troubleshooting OS, hardware, drivers, printers, VPN/Wi-Fi, and network connectivity; resolve high-volume tickets via ITSM with strong SLAs.
- Perform PC lifecycle operations: imaging/re-imaging, OS upgrades, software packaging/deployment, device configuration, and post-deployment validation; ensure standard builds and baseline security compliance.
- Execute backup/restore and recovery workflows; document root cause, remediation steps, and knowledge base updates to reduce repeat incidents and improve first-contact resolution.

### Research Aide Volunteer – Wearable Technology and Sensory Enhancement (WTSE) Lab

University of Illinois at Chicago

Aug 2025 – Present

Chicago, IL

- Contribute to an intra-oral wearable (retainer-style) platform by supporting end-to-end prototyping, system integration, and proof-of-concept demos for sensing and human-computer interaction applications.
- Support embedded bring-up and firmware iteration (sensor integration, debugging, validation), and build reliable BLE/serial data pipelines for streaming, logging, and experiment-grade data capture.
- Develop and test browser-based interfaces for connected-device workflows (BLE connectivity, data visualization, and UI interaction); improve usability through iterative design, documentation, and stakeholder feedback.

### Teaching Assistant (CS) – Wearables and Nearables Technology Laboratory (BME/CS 479)

University of Illinois at Chicago

Fall 2025 & Spring 2026

Chicago, IL

- Mentored student teams building wearable/IoT prototypes; debugged microcontroller setup (e.g., FireBeetle), wiring, sensor bring-up, and embedded/software integration across multiple projects.
- Guided real-time data acquisition and UI workflows using Arduino + Processing (serial/BLE), including signal visualization, event-driven interactions, and rapid iteration on demo-ready interfaces.
- Standardized test procedures and data-capture steps; coached teams on technical communication (demos, videos, concise reports) to improve reproducibility and project outcomes.

## SKILLS

- **Operating Systems:** Windows 10/11, macOS
- **IT Support:** Tier 2 troubleshooting, endpoint imaging/re-imaging, OS upgrades, software installs/deployment, ticketing/ITSM, documentation/KB
- **Networking:** TCP/IP, DNS, DHCP, VPN, Wi-Fi, troubleshooting/triage
- **Tools/Platforms:** Microsoft 365, Active Directory, Azure, Intune (MDM), Git, Postman
- **Scripting:** Python, PowerShell, Bash

## PROJECTS

### AgriMitra (React, Flask, MongoDB)

- Built a full-stack app with React UI and Flask REST APIs; integrated weather APIs for real-time data and recommendations.
- Designed MongoDB schemas/indexes for efficient CRUD, filtering, and dashboard queries; validated APIs with Postman.

### Aahar (MERN Stack)

- Developed a MERN web app with authentication + RBAC and secure CRUD workflows for posts/donations.
- Improved responsiveness and client-server performance via optimized API integration, validation, and database queries.

### Campus Map Navigation (C++, Graphs, Dijkstra)

- Modeled a campus map using graph structures and implemented Dijkstra's algorithm to compute shortest paths between buildings.
- Added meeting-point selection using building centroids and nearest-midpoint logic to improve usability.