Hemesh Patel

Phone: 832-640-9882
Email: hemesh.v.patel@gmail.com
GitHub: https://github.com/hemeshvpatel
LinkedIn: https://www.linkedin.com/in/hemeshvpatel

About Me:

Full stack web developer with a background in data analytics, operations, and logistics. Technology and car enthusiast with experience developing in Ruby on Rails, Javascript, and React. Driven by an entrepreneurial mindset that thrives in growth environments wearing multiple hats. Self-starter and effective at working on teams to produce results.

Technical Projects:

Grocery Delivery - GitHub | Demo
Nov 2019 | Austin, TX
E-commerce grocery store for getting groceries delivered.
Technologies: Ruby on Rails, Javascript/React, GoogleMaps AI, Open weather …..

Restaurant Roulette - GitHub | Demo
Oct 2019 | Austin, TX
Full-stack web application for finding where to eat when you are out of ideas.
- Backend with Ruby on Rails and Frontend with Javascript/React
- Add Info
- Add Info

Apple Xchange - GitHub | Demo
Sept 2019 | Austin, TX
Web application for buying and selling Apple products.
- Built with Ruby on Rails, HTML, and Bootstrap
- Add Info
- Add Info

Technical Skills:

Experience:

Director of Guest and Delivery Logistics - Murphy Adams Restaurant Group
May - Dec 2018 | Austin, TX
Designed and built zone based delivery model to increase utilization of fleet vehicles and reduce costs across all brands.
- Managed API integration of new delivery management platform leading to greater efficiency, increased utilization of fleet vehicles, and automatic overflow dispatch through 3rd parties like Favor or Doordash
- Managed end-to-end delivery operations, including drivers, vehicles, logistics, and maintenance, for a fleet of 50+ vehicles across 7 Texas cities and current restaurant brands (Mama Fu's, Austin's Pizza)
- Created and led 8-person Brand Support Team to manage customer support and escalations across multiple platforms like Facebook, Yelp, Google Reviews, GrubHub, while maintaining 24 hour response time SLA
- Led adoption of new outsourced model to scale order-taking and catering call center operations including SLA agreement, KPI alignment, and on boarding at vendor site in Mexico
- Managed all company contracts, pricing, and SLAs across all third party delivery apps such as Uber Eats, Grubhub, Doordash, Favor, Postmates, etc

Area Manager - Instacart
Jul 2017 - May 2018 | Austin, TX
Quickly moved from managing 1 location and 30 In-store shoppers to 6 locations and 200+ In-store shoppers within 2 months. Responsibilities also included remote markets like Oklahoma and New Mexico.
- Created custom scalable training modules to improve Shift lead and shopper performance and enable growth
- Led new market launches by establishing and maintaining retail partner relationships to drive efficiency in operation
- Developed and tracked KPIs using SQL and Tableau while setting standards for service quality and efficiency
- Drove market research to understand optimal wage required to attract and retain talent in a gig economy while remaining profitable
- Created scalable hiring operations for recruiting, interviewing, on-boarding, training, that led to increased retention within Austin Market. Program Success in Austin led to broader adoption across company
- Collaborated with Operations Managers and General Managers on special projects for continued operating efficiency and growth including analysis of store metrics to provide insight on how to optimize goals for speed, quality, order issues, and refunds

Risk Control Analyst - Shell
Sep 2016 - Jul 2017 | Houston, TX
Executed End of Day (EOD) risk functions in Endur OpenLink supporting Shell Trading US Co. Refined Products group.
- Utilized MarketView, Tableau, and Excel for aggregation of daily P&L data from all Product's desks
- Provided business with consolidated daily to quarterly reporting including high profile Gross Margin report
- Analyzed the validity of physical and financial curves and prices in OpenLink Endur through curve methodology
- Responsible for uploading broker quotes, future and forward prices, and volatilities to all product related contracts

*Condense down to tech focused bullets

Education:

Flatiron School - Nov 2019
Full Stack Web Development Immersive
Ruby on Rails, SQL, Javascript, React, Redux

The University of Texas at San Antonio - May 2011
Bachelor of Business Administration in Finance
Bachelor of Science in Biology

Ongoing: / Personal Projects
Investor and Franchisee - 2 local Austin area Subway Restaurants since 2014
Coding Student for Life

Open Source Project Contributions:

*May need to add role prior to risk control analyst to fill page