

Hemesh Patel

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About Me:

Full stack web developer with a background in data analytics, operations, and logistics. Experience developing in Ruby on Rails, Javascript, and React. My favorite thing about coding is it's ever evolving and there isn't just one way to code something. I think my love for building legos without instructions also played a huge part in fueling my passion for building things. There will always be something new to learn and it's apart of every industry!

Technical Projects:

Grocery Delivery - [GitHub](#) | [Live](#)

Nov 2019 | Austin, TX

Capstone project at Flatiron School. Built in under a week. Uses Redux for shopping cart functionality.

- Technologies: Ruby on Rails (backend API), HTML, Javascript & React (frontend), Redux, Semantic UI

Restaurant Roulette - [GitHub](#)

Oct 2019 | Austin, TX

Full-stack web application for finding where to eat when you are out of ideas. Generates a res

- Technologies: Ruby on Rails (backend API), HTML, Javascript & React (frontend), Semantic UI

Apple Xchange - [GitHub](#) | [Live](#)

Sept 2019 | Austin, TX

Web application for buying and selling Apple products.

- Technologies: Ruby on Rails, HTML, Bootstrap

Technical Skills:

Languages: ES6+ Javascript, CSS3, HTML5, Ruby

Frameworks and Tools: React, Redux, Node.js, jQuery, Git

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

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