

Kirtan Patel

Northbridge, MA | (609) 554-9516 | [GitHub](#) | mail2kirtanpatel@gmail.com | [Linkedin](#)

EDUCATION

Quinsigamond Community College (3.7 GPA) | Worcester, MA

May 2022

- Associate of Science in Computer Science.
- Acquired a strong foundation in Calculus, Discrete Mathematics, programming languages, operating systems, and data structures.

Framingham State University (3.8 GPA) | Framingham, MA

May 2024

- Bachelor of Science in Computer Science concentration in Information Systems.
 - Gained knowledge of computer architecture, algorithms, and User friendly Web Programming.
-

SKILLS

- **Technical Skills:** Fluent with C++, SQL, HTML, CSS, Python, Java, JavaScript, PowerShell, AWS cloud practitioner (Ongoing).
 - **Development:** Android Studios, Apache Netbeans, GitHub in Unix/Linux and Windows.
 - **Soft Skills:** Detail oriented, Documentation, Communication, Problem-Solving, Troubleshooting, Time Management, Teamwork, and Collaboration.
-

PROJECTS

Python Project – Artificial Intelligence Virtual Keyboard Development

[Github-Source-Code](#)

- Designed and developed functional virtual keyboard within the PyCharm Community platform, demonstrating proficiency in software development.
- Collaborated closely with faculty throughout the development of the project, effectively addressing bugs and errors in code, applying innovative problem-solving skills.
- Used various data structures of Python, Open CV, and media pipe libraries for hand detection and tracking that provides accurate finger movement.

HTML, CSS, & JS Project – Responsive Portfolio Website

[Portfolio](#)

- Used HTML and CSS coding practices efficiently to present data and emphasize accessibility
- Ensured seamless cross-device functionality and user-friendly navigation.
- Demonstrated strong attention to detail by optimizing website performance and loading times.

SQL, and Relational Database – University Library Database

- Developed tables for books, and users ensuring data integrity and minimizing redundancy.
 - Implemented primary and foreign key constraints to establish connections between entities, including relationships with university-specific data.
 - Tested SQL queries for efficient data retrieval, such as finding books by title, author, or ISBN.
-

WORK EXPERIENCE

Tufts Health Plan – Point32Health | Canton, MA

Dec 2022 - Present

Information Systems Specialist

- Proficiently addressing Security, Network, and Software-related customer issues, meticulously documenting all actions in ServiceNow.
- Effectively resolving up to 20 incidents daily, resulting in a substantial reduction of backlog and contributing to a 15% increase in customer issue resolution.
- Team collaboration, critical event identification, solution proposals, issue escalation, and leadership of production support projects.
- Managing access for users, ensuring secure system access alignment with security policies.