Kirtan Patel

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SKILLS

- **Experience:** Object Oriented Programming, Unit testing, Analysis of Algorithm
- **Technical Skills**: Proficient with Python. Fluent with C++, Java, SQL, HTML, CSS, JavaScript, Exposure to AWS cloud practitioner.
- **Development Software**: Visual Studio, PyCharm, Git, GitHub, Unix/Linux and Windows.
- **Soft Skills**: Detail oriented, Documentation, Communication, Problem-Solving, Troubleshooting, Time Management, Teamwork, and Collaboration.

WORK EXPERIENCE

Tufts Health Plan – Point32Health | Canton, MA   Dec 2022 - Present
Information Systems Specialist

- Proficiently addressed user issues related to Security, Network, and Software, and meticulously documented all actions taken in ServiceNow for future issue resolution.
- Effectively resolving up to 20 incidents daily, resulting in a substantial reduction of backlog and contributed to a 15% increase in customer issue resolution.
- Team collaboration, critical event identification, solution proposals, issue escalation, and leadership of production support projects.
- Managed access for users, ensuring secure system access alignment with security policies to address any deviations and to maintain a high level of cybersecurity

Best Western Hotels | Milford, MA   Jan 2021 - Present
Front Desk Manager

- Monitored the motel's Wi-Fi network, as well as equipment such as computers, televisions, printers, and hotel phones to ensure uninterrupted connectivity for guests and business.
- Effectively communicated with guests, addressing inquiries and concerns to promptly turn a negative experience into a positive one.

PROJECTS

Python Project – Artificial Intelligence Virtual Keyboard Development   GIthub-Source-Code

- Designed a functional virtual keyboard by using various data structures of Python, Open CV, and media pipe libraries for hand detection and tracking that provides accurate finger movement.
- Collaborated closely with faculty throughout the development of the project, effectively addressing bugs and errors in code, applying innovative problem-solving skills.

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.

C++ Project – Hospital Appointment System

- Created classes such as `Patient`, `Appointment`, and `Scheduler` to encapsulate related attributes
- Conducted thorough testing and debugging to identify and resolve software defects
- Used inheritance and to establish a relationship between classes, for promoting code reuse.

EDUCATION

Framingham State University (3.8 GPA) | Framingham, MA   May 2024

- Bachelor of Science in Computer Science concentration in Information Systems.
- Acquired a strong foundation in Algorithms, Computer Systems Principles, Data Management, Web Programming, Human Computer Interaction, Programming Methodology, Discrete Math.