Kirtan Patel

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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, and CSS Project – Responsive Portfolio Website
- 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.