

# 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

Dec 2024

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