Mitul Vaghamshi

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ABOUT ME

Results-driven software developer with a strong foundation in computer science and software engineering principles. Proficient in a variety of programming languages and technologies. Committed to writing clean, modular, and well-documented code that meets industry standards. Passionate about staying up to date with industry trends and advancing my skills to drive innovation and success. Excited to bring my technical expertise and passion for software development to a collaborative team environment and contribute to the success of innovative projects.

WORK EXPERIENCE

Apple Technical Support (Concentrix)   2023 - Present

- Provide technical support and troubleshooting for Apple products and services via phone and chat.
- Greet customers in a courteous, friendly, and professional manner using agreed-upon procedures.
- Listen attentively to customer needs and concerns; demonstrate empathy while maximizing opportunity to build rapport with the customer.
- Utilize a variety of tools and resources to provide accurate solutions within a time frame.
- Dealing with different age groups of various emotions including disappointed to highly frustrated customers to resolve complicated issues with more than 85% of satisfaction rating.

Customer service representative - Pioneer Energy   2022

- Handling customer transactions and promoting current deals.
- Resolving customer issues and providing guidance.

Mobile Application Developer - University of British Columbia – Vancouver   2021

- Worked as a lead project developer.
- Setup weekly meetings with team, gather, analyze and discuss project and feature requirements.
- Creating wireframes for the feature proposal and planning implementation steps and timeline.
- Propose and implement database design and storage services.
- Provide bug fixes to known and emerging issues as project grows and implement suggestions.
- Utilize Bluetooth Low Energy device for data reading and measurement to integrate with app.
- Manage app deployment with Google Play Store and Firebase hosting for user administration.

Technical Support Assistant - Drishti Solutions India   2019

- Respond to customer issues and questions through phone, email, and on-site visits.
- Troubleshooting and resolving technical issues for customers during installation.
- Perform on-site analysis for camera, network, and backup devices to identify and resolve issues.

TECHNICAL SKILLS

- **Languages:**   Kotlin, Java, Swift, Dart, Rust, JS, Python, C#, C, SQL, HTML, CSS.
- **Technologies:** Android, iOS, Kotlin Multiplatform, Jetpack, Flutter, .NET Core, NodeJS.
- **Database:**   SQL Server, Oracle, MySQL, SQLite, MongoDB, Postgres, Firebase.
- **Tools:**   Android Studio, Visual Studio, Xcode, VS Code, Vim, Git, GitHub.

EDUCATION

Computer System Technician – Software Support – 2yr   2020 - 22
- Mohawk College of Applied Arts & Technology - Hamilton, ON.
- Fix known issues of community website with open-source contribution.
- Volunteer during COVID-19 to help students with different programming languages.
- Dean Honored 2020.

Diploma in Computer Engineering – 3yr   2014 - 17
- Amrut Institute Junagadh - Gujarat, India.
- Provide a year of peer tutoring service to the college.
- Worked as computer lab technician during internship.
- Award of Excellence – Ranked College First (2017).
- **Degree Evaluation Report (WES).**

PROJECTS & TRAINING

Android Basics with Compose • Jetpack Compose for Android developers • Persist data with Room • Kotlin coroutines • Modern Android app architecture.

AIJ - GitHub

- Final year project for Diploma in Computer Engineering - India (2014-17).
- App built to provide easy access to engineering institutions to new students.
- Originally developed with Java and XML views with old Android technology.
- Recently migrated and optimized to leverage modern Android features with Kotlin.

Portfolio – GitHub

- Personal portfolio app in built in Android (Jetpack Compose + Material 3) and iOS (Swift UI) with Kotlin Multiplatform Mobile (KMM).
- Highlight asynchronous API requests, Database for offline access and Native platform design.
- Theme aware design with code sharing and self documented clean code.

Dotnet Samples – GitHub

- Sample apps built with ASP.NET. highlighting Full Stack Web Development with .NET Core.
- Examples including: .Net Framework, .Net Core, EF Core, Testing, Migration, Scaffolding, API, Security, Razor, Blazor, ORM, Web Assembly, Web Services, API, Networking, Databases, Authentication and Authorization.