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# NIKESH PATEL

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## SOFTWARE ENGINEER

- Upcoming B.S.C.S graduate offering a strong foundation in object-oriented programming; developing, testing and debugging code; designing interfaces; and administering systems and networks
- Learn new technologies and able to master them quickly
- Strive to provide outstanding problem-solving and interpersonal skills; to a team or self-directed setting.

## EXPERIENCE

STUDENT ADVISOR, TAMPA BAY BUCCANEERS: TAMPA, FL — JUNE 2010-JUNE 2011

- Community service with the Tampa Bay Buccaneers organization
- Assisting with game day cheers for the club section
- Directly organizing an event for the community with the cheerleaders of the Tampa Bay Buccaneers

LEAD TECHNICIAN, IHOSPITAL: TAMPA, FL — JUNE 2011-JUNE 2015

- Administrator/Repair Intern (May 2011)
  - Ninety hour internship
  - Excelled and accomplished the basics of iDevice repairs
- Administrator (June 2011 – June 2012)
  - Involves daily experience with customers and their needs for Apple products
  - Admitted the device and offered commendable customer service
- iDevice Technician (June 2012 – June 2013)
  - Involves repairing all types of iDevices and resolving issues
  - Entails repairing of iPhones, iPads, iPods, and other iDevice that were damaged for various reasons
  - Started to experiment with soldering and had a high skilled mentor to teach me his techniques and tricks of soldering
- Lead Technician (June 2013 – June 2015)
  - Second person in charge to the manager, and first in charge when manager is absent.
  - Leading a team of technicians to a goal of finishing repairs in a timely and efficient manner
  - Difficult repairs were sent to me for revision and troubleshooting
  - Can replace hard drives and other Macbook and iMac components successfully. Currently expanding my knowledge by learning component level logic board repairs.

SR. CUSTOMER/TECHNICAL SUPPORT, MAC OF ALL TRADES, TAMPA, FL — JUNE  
2015-MARCH 2016

- Resolving any advance technical support for consumers. Required vast knowledge of troubleshooting all Apple products.
- Reviewing all orders for any fraudulent transactions. Reporting and eliminating threats. Zero fraudulent orders were processed under my supervision.
- Opening and closing technical support tickets at an efficient and accurate manner. Hardware and software technical support offered over the phone, chat, or email. Boosting efficiency by adding scripts to answer tickets in a systematic manner.

EDUCATION

UNIVERSITY OF SOUTH FLORIDA, TAMPA FL — COMPUTER SCIENCE B.S. 2016

SKILLS

Can write, test, and debug code in various languages. Repair devices in a precise and timely manner. Problem-solving and interpersonal skills. Leading a group of people to a goal.

Proficient in; HTML/XML, HTML5, CSS, Javascript, JQuery, WordPress, PHP, SQL, MySQL .NET, Java, C, C++, Python, Adobe Creative Suite, Microsoft Office, Windows, Linux, and Mac OS X.