NEHABEN KAPADIYA

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SKILLS

Web Technologies: Java, Python, HTML, CSS (CSS grid and layouts), JavaScript (DOM manipulations), jQuery, WordPress, Nodejs
Framework: Django, BootStrap4, ReactJs, ExpressJs
Network System: LAN/WAN, TCP/IP, Protocol, Firewall
Source Control Tools: GitHub, Git
Methodologies: Agile methodology, Waterfall
Web Services: REST and Web API, SQL, Oracle
Operating systems: Windows, MAC and Linux
Software: Microsoft Office (Access, Word, Excel, Outlook, PowerPoint), Eclipse, IntelliJ IDE, Star UML,
Graphics Software: Adobe Photoshop, Illustrator, VB6

EDUCATION

Bachelor of Computer Science   **April 2021**
University of Windsor

Bachelor of Electronics & Communication   **May 2013**
Gujarat Technological University

PROJECTS

Project 1: Portfolio: GitHub, Demo
- Responsive 2-page template mockup using standard HTML/CSS/JS/Bootstrap4
- Project showcase setting using HTML/CSS/JS and launch website online using GitHub

Project 2: Open data Visualisation for user using Agile methodology
- Make dynamic raw open data available on city's website using development cycle phase such as elaboration, Iteration and implementation
- Create UML diagram and unit testing for project
- More user friendly, visual analysis of necessary facts
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Project 3: Robot Friends: GitHub
- Built is project using components, Lifecycle hooks, fetch, API
- Built responsive application using JSX and JavaScript arrow functions

Project 4: Find Location using Dijkstra's Algorithm
- Navigation programming using Dijkstra's Algorithm will identify location of user
- Develop application using Java programming, user can enter desired shop name and system will find shortest path to reach destination.

WORK EXPERENCE

Teaching Assistant   **May - 2020 - Present**
University of Windsor
- Interact with students in lab and answer their questions, grading exams and assignments for **Object Oriented using Java and Object-Oriented Software Analysis**
- Manage database using php my admin and help student with their project

Sutherland Global Services   **July 2018 - Present**
IT Associate Technologist
- Provides multilevel technical support for all products (Cable TV, Internet, VOIP, IPTV) and answers other types of inbound customer inquiries for all systems.
- Performing tasks with the right kind of IT tools like Clarify (CRM), Getlink (Network), Torch (Technical issues), Device Settings, System X (Sales) and much more to ensure customer satisfaction.
- Troubleshoots and resolves technical issues using established diagnostics tools and procedures. Escalates customer issues as required.
- Escalate recurring problems to IT Support, ensuring that all efforts at troubleshooting the issue have been made
- Work as team ambassador to train juniors and also help to resolve their queries

GTPL Kaizen Info net Pvt Ltd   **January 2014 - December 2016**
Network Engineer
- 2+ years of experience in implementing, troubleshooting and supporting end user technologies & services in medium to large sized environments
- Provide Tier2 and Tier3 Helpdesk support to all hardware and software related concerns and also Knowledge of Microsoft products, PC and Laptop hardware, network, and telecom equipment
- Experienced in setting up a secure network to maintain confidential security data of network using network and desktop firewall also update & maintain data in database
- Manage multiple customer cases simultaneously and provide regular process update to customer
- Plan and provide training and education on product use and application to sales team, new hires & junior level employees