

Viral Patel

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EDUCATION

- **Northeastern University - Boston, MA** September 2019 – December 2021
Master of Science – Computer Science **GPA: 3.75**
- **University of Mumbai - Mumbai, India** August 2011 – July 2014
Bachelor of Engineering – Computer Engineering

EXPERIENCE

- **Software Engineer Co-op** June 2020 – January 2021
Quick Base Boston, MA
 - Revamped customer-facing timeline report (Gantt Chart) UI used to visualize reports on Quick Base (Low-code/No-code) platform using **React.js**, **React Hooks**, **Redux** improving user interaction and usability by **80%**
 - Back-end APIs were designed using **C++** for Data retrieval to populate feature and perform CRUD operations based on user permissions or user role
- **Senior Software Engineer** November 2018 – August 2019
Prolifics Pune, India
 - Consulted and designed solution to help providers track and submit Medicare claims improving claim processing time by **70%**
- **Technology Analyst** July 2014 – November 2018
Infosys Limited Pune, India
 - Consulted and designed end-to-end solutions to manage enrollments and claims for Health Insurance Company
 - Led and mentored managed services team with 3 freshers while designing system to track claim status reducing turn-around time for ticket resolution by **80%**
 - Automated enrollment processes using **Java**, **Shell Scripting**, **C** and **IBM MQ** message system improving enrollment processing time by **90%** and reducing enrollment request turn around time by **30%**

TECHNICAL SKILLS

- **Languages:** Java, C, C++, Python, Shell Scripting
- **Web Technologies:** React.js, Redux, Node.js, JavaScript, RESTful Webservices, HTML, CSS, Bootstrap
- **Database:** MySQL, MongoDB, Oracle, MS-SQL
- **Tools:** Git, JIRA, Confluence, IntelliJ, VSCode, Postman, IBM WTX, ITX

PROJECTS

- **Opportunity Hack 2020 | React, React Hooks**
Designed web based proof of concept to visualize the AI based model to filter mentors based on mentee preferences. Solution won **4th** place in the hackathon out of 13 teams and 39 hackers
- **Chat Application | Java, sockets, Hibernate, JavaScript, HTML, CSS**
Created chat application following design patterns, SOLID principles and agile methodology which helped in understanding of team project dynamics
- **Chowk-Learning Forum | React, Redux, TypeScript, MySQL**
Designed UI of Q&A forum for students and staff like Piazza or Blackboard with integration of Stack Overflow suggestions/solutions so that student do not have to wait for professor in case solution is generic improving student's efficiency to tackle problem by **40%**
- **White Board | React, Redux, Angular, TypeScript, Node.js, Spring Boot, JPA, MySQL, MongoDB**
Full-stack Learning Management Solution for faculty, students and admins for efficient management of courses and quizzes improving professor's content management efficiency by **75%**
- **Personal Assistant Action Classifier | Python, Keras, scikit-learn, pandas**
Implemented classification algorithm to infer actions to be taken by virtual assistant from input sentences
- **Service Ticket Distributor | R, Design Thinking, Machine Learning Algorithms**
Built proof of concept as a side project to automate ServiceNow ticket distribution among teams improving team efficiency by **30%**