VIRAL PATEL

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EDUCATION

Northeastern University, Boston, MA — September 2019 – Present
Khoury College of Computer Science — Expected graduation: 2021
Candidate for a Master of Science in Computer Science — **GPA: 3.7/4.0**
Related Courses: Programming Design Paradigm, Foundation of Artificial Intelligence, Web Development, Algorithms, Foundation of Software Engineering

University of Mumbai, Mumbai, India — August 2011 – July 2014
Bachelor of Engineering in Computer Engineering
Related Courses: Soft Computing & Neural Network, Data Structures, Operating System, Database Management System

TECHNICAL KNOWLEDGE

Languages	**:**	Java, Shell Scripting, Python, C
SCM & Version Control Tools	**:**	Git, IBM Rational Clear Case
Web	**:**	HTML, CSS, Bootstrap, React, Redux, REST, Angular, Node.js, JavaScript, jQuery
Database	**:**	MySQL, MongoDB, Oracle Database
Tools	**:**	IBM WTX (8.4.0.3), ITX (9.0), IntelliJ, IBM RAD, SFG, ServiceNow
Certification	**:**	Google Cloud Platform Fundamentals: Core Infrastructure – Coursera, Learning Git and GitHub – LinkedIn

ACADEMIC PROJECTS

White Board – LMS solution (Northeastern University) — Spring – 2020
- Developed LMS (Learning Management System) portal for faculty, students and admin using **React**, **Redux**, **Angular**, **Node.js**, custom **REST APIs**, **MySQL**, and **MongoDB** for efficient management of course work.

Personal Assistant Action Classifier (Northeastern University) — Fall – 2019
- Implemented classification algorithm using **Python**, **Keras** and **scikit-learn**, and **pandas** libraries to learn how digital personal assistants can infer actions from user input sentences, so required response can be given to users based on inferred action.

Department Data Administration and Analysis System (University of Mumbai) — Spring – 2014
- Designed and implemented website for Computer Science department using **HTML**, **CSS**, **PHP**, **JavaScript**, and **MySQL** giving access to various profile specific portals for data administration and reports generations for manipulation of student data, lab/office related data.

OTHER PROJECTS

Web Access Management portal (Northeastern University) — Spring – 2020
- Designed a web access management tool for students to perform various CRUD operations on their data which lies on server, using **React**, **Redux**.

Service Ticket Distributor (Infosys Ltd.) — Spring – 2017
- Built a system to distribute incoming tickets in ServiceNow to different queues using **R** language and libraries to differentiate and assign the incoming ServiceNow tickets to different queues based on keywords in short description and other details of ticket parameters.

WORK EXPERIENCE

Prolifics, Pune, India
Senior Software Engineer — November 2018 – August 2019
- Created infrastructure for Encounter Resolutions and Operations along with Claim Processing, ERA Processing in IBM ITX and IBM IIB.
- Developed maps in **IBM ITX** and **ITXA** to convert **ANSI X12**, **CSV**, **XML**, **JSON**, Fixed Length files.

Infosys Ltd., Pune, India
Technology Analyst — March 2018 – November 2018
Senior System Engineer — October 2016 – March 2018
System Engineer — November 2014 – September 2016
- Led EDI MS (Managed Service) team to analyze various process failures in production.
- Created custom validations for batch (Enrollment, ERA, Claims) and real-time (Eligibility, Referrals, Claim Status Inquiry, etc.) transactions using **C** and **shell scripting** for various files (ANSI X12, CSV, Fixed length, XML).
- Re-designed claim extraction process which resulted in an 80% reduction in turn-around time for ticket resolution.
- Developed enrollment automation tool using IBM MQ, **C**, **shell scripting** backend and **HTML**, **CSS**, **JSP** based web application to be used by the client to add new vendors for adding or updating vendor data for enrollment.