

# VIRAL PATEL

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## EDUCATION

**Northeastern University, Boston, MA** December 2021  
**Khoury College of Computer Sciences** GPA: 3.6/4.0

Candidate for a Master of Science in Computer Science

*Related Courses: Programming Design Paradigm, Foundation of Artificial Intelligence, Web Development, Algorithms*

**University of Mumbai, Mumbai, India** July 2014

Bachelor of Engineering in Computer Engineering

*Related Courses: Soft Computing & Neural Network, Operating System, Software Engineering, Database Management System*

## TECHNICAL KNOWLEDGE

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

## ACADEMIC PROJECTS

**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

**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*

July 2014 – November 2018

- Led MS (Managed Service) team to analyze various process failures in production.
- Developed custom validations and file processing for batch transactions (Enrollment, ERA, Claims) and real-time transactions (Eligibility, Referrals, Claim Status Inquiry, etc.) in C and shell scripting for various types of file (ANSI X12, CSV, Fixed length, XML).
- Proposed code improvement design and managed team to implement design which resulted in an 80% reduction in turn-around time for ticket resolution and improved in work efficiency of team.
- Designed a solution for multi format file processing using IBM WTX and shell scripting, resulting in 50% effort reduction.
- 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.