

Viral Patel

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<https://patelviralb.github.io/>

EDUCATION

- **Northeastern University - Boston, MA** September 2019 – Present
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 – Present
Quick Base *Boston, MA*
 - Enhancing UI of timeline report (Gantt Chart) used to visualize various reports by customers of Quick Base (Low code/No code) platform using **React.js**, **Redux** improving user interaction and usability by **80%**
 - Implemented product's back-end API to retrieve data for reports using **C++**
- **Khoury Systems Lab Admin** January 2020 – May 2020
Khoury College of Computer Sciences *Boston, MA*
 - Provided technical support to staff/students and monitored lab equipment keeping them at **100%** efficiency
 - Created and managed work schedules for the lab proctors
- **Senior Software Engineer** November 2018 – August 2019
Prolifics *Pune, India*
 - Consulted and designed claim processing infrastructure solutions for Health Insurance Company
 - Created a unique solution using ITX/IBM WTX and MySQL to help providers track and submit processed Medicare claims improving claim processing time by **70%**
- **Technology Analyst** July 2014 – November 2018
Infosys Limited *Pune, India*
 - Consulted and designed solutions to process claims and manage enrollments for Health Insurance Company
 - Automated claim status inquiry processes using **Java**, **Shell Scripting**, **C** and **IBM MQ** message system improving turn around time by **90%** while mentoring team of 3 freshers

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, IntelliJ, VSCode, Postman, IBM WTX, ITX

PROJECTS

- **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**
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 to automate ServiceNow ticket distribution among teams improving team efficiency by **30%**