

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: 3.6/4.0

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

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, Software Engineering, Database Management System

TECHNICAL KNOWLEDGE

Languages	: Java, Shell Scripting, Python, C
SCM & Version Control Tools	: Git, IBM Rational Clear Case
Web	: HTML, CSS, Bootstrap, JavaScript, jQuery, React, Redux, REST
Database	: MySQL, 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

WhiteBoard – LMS solution (Northeastern University)

Spring – 2020

- Working on developing LMS portal for faculty, students and admin using **jQuery**, **React**, **Redux**, custom **REST APIs** and **MySQL** 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

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.
- 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.