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**VIRAL PATEL**  
Available: May-December 2020

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## EDUCATION

**Northeastern University**, Boston, MA  
**Khoury College of Computer Science**

Candidate for a Master of Science in Computer Science

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

September 2019 – Present  
Expected graduation: 2021

**GPA: 3.6/4.0**

**University of Mumbai**, Mumbai, India

Bachelor of Engineering in Computer Engineering

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

August 2011 – July 2014

## TECHNICAL KNOWLEDGE

<b>Languages</b>	: Java, Shell Scripting, Python, C
<b>SCM &amp; Version Control Tools</b>	: Git, IBM Rational Clear Case
<b>Web</b>	: HTML, CSS, Bootstrap, JavaScript, jQuery, React, Redux, REST
<b>Database</b>	: MySQL, Oracle Database
<b>Tools</b>	: IBM WTX (8.4.0.3), ITX (9.0), IntelliJ, IBM RAD, SFG, ServiceNow
<b>Certification</b>	: 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*

July 2014 – November 2018

- 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.