VIRAL PATEL

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Available: May-December 2020

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 Technologies, 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, REST
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

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 production process failures and communicate resolutions to vendors.
- Developed custom validations and file processing for batch transactions (Enrollment, ERA, Claims) and real-time transactions (Eligibility, Referrals, Claim Status Inquiry, etc.) in IBM WTX/ITX, C and shell scripting for various types of file (ANSI X12, CSV, Fixed length, XML).
- Proposed code improvement design using C and shell scripting 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.
- Implemented a special client requirement in IBM WTX and shell scripting, resulting in 50% effort reduction.
- Implemented enrollment automation tool using IBM MQ, C, shell scripting 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.

ACADEMIC PROJECTS

Personal Assistant Action Classifier (Northeastern University)   Fall – 2019
- Implemented classification algorithm using Python, Keras and scikit-learn, and pandas libraries.
- The goal was 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.
- Students, teachers, and lab assistants were given 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.
- The goal was to differentiate and assign the incoming ServiceNow tickets to different queues based on keywords in short description and other details of ticket parameters.