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| **VIRAL PATEL**  Boston, MA 02215 | (857) 800-3362 | [patel.viral@northeastern.edu](mailto:patel.viral@northeastern.edu)  <https://www.linkedin.com/in/patelviralb/> | https://patelviralb.github.io/ | | |
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**EDUCATION**

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| **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* | |
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| **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* | |
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**TECHNICAL KNOWLEDGE**

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| **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 | |
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**ACADEMIC PROJECTS**

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| **WhiteBoard – LMS solution (Northeastern University)** | Spring – 2020 |
| * Working on developing LMS portal for faculty, students and admin using **jQuery**, **React**, **Redux**, custom **REST API**s 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. | |
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**OTHER PROJECTS**

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| **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. | |
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**WORK EXPERIENCE**

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| **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. | |
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| **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. | |