

# Puja Patel

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## Career Objective

To gain employment with a company or institution that offers a consistently positive atmosphere where I can leverage my existing skills to enhance business processes, learn new technologies, and contribute to the organization's success.

## Education

B.E.Sc in Software Engineering with Co-op

University of Western Ontario, London, Ontario | Sept 2019 – April 2024

## Professional Experience

Junior Software Engineer Intern

Cashly Inc., Oakville, Ontario | May 2024 – Present

- Developed and optimized CRM workflows, including custom code integration, to automate documentation tasks and calculate key metrics like LTV, TDS, and GDS with a single click, reducing downtime by 15%.
- Managed and resolved support tickets and feature requests from mortgage agents, providing technical solutions to enhance user experience within the CRM.
- Designed intuitive and user-friendly wireframes for Cashly Copilot, a conversational AI agent trained in mortgage sales, lender rates, and mortgage processes, to help agents efficiently navigate complex tasks within the CRM.

Product Owner Intern

SOTI-MobiControl (SaaS), Mississauga, Ontario | May 2022 – August 2023

- Managed the security vulnerabilities backlog, prioritizing and resolving issues through cross collaboration.
- Implemented a two-year plan to clear a backlog of 260+ tickets, collaborating with PMs, developers, and security architects to define costs, timelines, and maintenance needs.
- Presented an overview to product managers, highlighting issue severity and resource needs, ensuring effective allocation and timely resolution.
- Researched digital adoption platforms to decide between in-house development or subscription, optimizing cost, time, and use case. Presented a detailed analysis to key stakeholders, highlighting key metrics to guide product strategy decisions.

Data Entry Specialist

Western Advanced Operations Department, London, Ontario | May 2021 – August 2021

- Managed high-volume data entry and maintenance of Western alumni contact information in Blackbaud CRM, ensuring accuracy and speed.
- Handled automated email scheduling, ensuring timely alumni communication.
- Performed manual data entry for over 1,000 members per week at a typing speed of 58 WPM, while cross-referencing and cleaning up Excel sheets to ensure data accuracy before integrating into the CRM.

## Projects

Personal Portfolio

[GitHub](#) | May 2024 – August 2024

- Developed a responsive personal portfolio using React.js: Implemented a sleek dark mode design with full responsiveness across various devices, utilizing libraries such as Material UI, react-router-dom, and @splidejs/react-splide for seamless navigation and interactive elements.
- Integrated modern features and animations: Leveraged libraries like react-awesome-reveal and @tsparticles/react for dynamic UI effects and background animations, and incorporated emailjs-com for contact form submissions, showcasing advanced front-end development skills and attention to user experience.

Capstone- ARecipe

[GitHub](#) | Sept 2023 – April 2024

A full-stack app designed to simplify recipe access for college students and reduce food waste. Features include user authentication, fridge ingredient scanning, recipe searching, and favorites. The app uses camera tech and machine learning to suggest recipes based on available ingredients.

- Collaborated with a team of 6 through the end-to-end development process using agile sprints.
- Designed and prototyped a user-friendly & Intuitive UI with Figma.
- Implemented secure user authentication with bcrypt.js, Angular, and MongoDB.
- Utilized Python and BeautifulSoup for web scraping to fetch and display recipes based on scanned ingredients in the application's frontend.

## Skills & Technologies

**Programming Languages:** JavaScript, HTML, CSS, Python, TypeScript, C#, SQL

**Web Development:** React.js, Angular, Express.js, Axios, REST Api

**Data Analysis & Management:** Jupyter lab, Pandas, NumPy, Matplotlib, Seaborn, Excel, SQL, MongoDB, Data Cleaning

**CRM Systems:** Blackbaud CRM, Salesforce, Go High Level, Workflow Automation, CRM Optimization

**Project Management:** Jira, Agile Methodologies, Cross-team Collaboration,

**Tools:** Teams, Google Workspace, Microsoft 360, Docker, Git, Power BI, VSCode