HARSHKUMAR RAVAL

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# **SUMMARY**

* More than 2 years of IT experience in design, development, implementation and testing of client-server, web application using Java/J2EE Technologies.
* Experience in SDLC (Software Development Life Cycle) that includes Requirement Analysis, Design, Coding, Testing, Implementation, Maintenance with methodologies like Waterfall Model and Agile Methodology.
* Experience in design and development of web-based applications using Java, JDBC, SQL, JSTL, JSP, XML, Java-API and Spring.
* Expertise on Core Java Technologies like Multithreading, Collections and Exception handling mechanisms.
* Experience in client-side Technologies such as HTML/HTML5, CSS/CSS3, JavaScript and jQuery, AJAX, JSON.
* Experience in implementing SOA (Service Oriented Architecture) using Web Services (SOAP and Restful) and REST services.
* Used Maven Scripts for building and deploying the application in web/App servers.
* Experience with databases like Oracle, MongoDB and PreSQL.
* Experience in creating test cases using Junit.
* Strong debugging and troubleshooting skills.

# **TECHNICAL COMPETENCIES**

**OperatingSystems:** Windows 10 / 8 / 7,Linux, MacOS.

**ToolsandIDEs:**Eclipse, Android Studio, Visual Studio code, GitBash, GitGUI, JIRA, Docker,Kubernetes.

**Languages:**C, C++, JAVA, J2EE, HTML5, CSS3, JavaScript, XML,jQuery, Angularjs, JavaFX.

**Databases:**Oracle, My SQL,MongoDB, PreSQL.

**Frameworks:**Spring,Spring Boot, Bootstrap, Hibernate, Rest API, Struts.

**Others:** Design patterns, Software architecture and methodologies, Communicationskills.

# **PROFESSIONAL EXPERIENCE**

# **TECHNICAL SUPPORT REPRESENTATIVE(CURRENT)**

*Teleperformance - Toronto, ON | November 2020 to March 2021*

* As a Technical Specialist, help new owners get started and current ones get quick, efficient support - developing strong, positive relationships with Apple.
* Take care of customers with advice or a solution on the spot, using knowledge of current Apple technology to help with iPod, iPhone, and iPad devices.
* Provide personal training for new customers, helping them acquire the basic skills they need to get started on photo, video, and music projects.
* Engage customers while troubleshooting and solving issues, reassure customers when delivering product diagnoses and potential solutions.
* Be excellent in time management, quick decisions, critical thinking, be calm and composed.

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# **TECHNICAL SUPPORT REPRESENTATIVE**

*IO Solutions - Montreal, QC | January 2020 to September 2020*

* Being a technical support my duty was to providing support to Rogers wireless home internet, cable and home phones via phone.
* Checking connectivity via sending dummy packages to router and checking drop rate, ping rate and speed or ask customer to manually check modem’s and cable box’s cable connections.
* Check cable’s connectivity for TV, reboot cable box if needed, book a technicians and if needed also deal with customer’s queries regarding latest televisions.
* Troubleshoot all technical issues such as speed, network errors, modems and cable box failure.
* With deep understanding of all OSI layers understand quickly where issue persist and resolve while assuring customer for the best services.

# **TEACHING & LAB ASSISTANT**

*Concordia University - Montreal, QC | April 2019 to December 2019*

* Teaching and lab assistant for subject - Introduction to Java for undergrad students.
* Teaching concepts of core Java such as OOP concepts, Data Structures, Interfaces, Try Catch block, Garbage Collectors and provide assignments that students can implement their knowledge and write code in Eclipse.
* Making students understand importance of debugging, packages, software architectures and different methodologies used in professional world.
* Handling class of 100 students and providing them materials, include lab tasks and weekly homework that contribute towards their subject’s knowledge and help them clear subject.

# **SOFTWARE DEVELOPER**

*Intelliworkz - Ahmedabad, IN | April 2017 to August 2018*

* Committed to agile Scrum methodology and participated in stand-up meetings to monitor progress. Involving in requirements gathering, analysis, design, and documentation of the application.
* Use Spring and Web services to implement the back-end business layer.
* Implementing Java EE components using Spring MVC, Spring IOC and Spring Security Modules.
* Developing microservices using Java Spring Boot, Hibernate, Restful services with good quality of code.
* Configuring the spring integration XML to route request to respective databases.
* Building application with JS frameworks AngularJs.
* Developing GUI by using JSP, HTML, CSS, and Javascript.
* Designed and built signup and login pages using HTML and JavaScript and used parse to save user information on the cloud.
* Responsible for creating, reading, updating, and deleting tables in the database as per requirements.
* Involved in Testing of developed servlets and JDBC.
* Client side validations using JavaScript.
* Involved in connecting database with Servlets and JDBC.

Technologies: Core Java, SQL, HTML/HTML5, CSS/CSS3, Windows, Eclipse, Junit, JSP, JQuery, JSTL, Oracle, JDBC, Design Patterns, Multi-threading/Concurrency.

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**ANDROID DEVELOPER (INTERN)**

*MindInventory - Ahmedabad, IN | December 2016 to March 2017*

# Environment: Eclipse IDE, Android Studio, GenyMotion, Java, Android SDK, Android Development Tools (ADT), JSON, XML.

# Involved in the full life cycle of the project including analysis design, development, debugging, testing, and deployment.

# Developed the application from specifications and requirement gathering.

# handled modules, scope, analysis, design, build, test the code, debug and implement application.

# Developed products section of the application which provided Multiple Activities, Custom Adapters, Base Adapter, List views, Links, Web View, Text Views and so on.

# Developed Navigation Drawer for the application, which provides better navigation of apps features.

# Created new UI Screens and key resource for layout UI work utilizing xml, Shape Drawable, Text View, List View, Web View, Buttons, Activities, and Frame Layout.

# Technologies: Core Java/Kotlin, SQL, XML, Android Studio, GitHub, Junit, Multithreading(Asynchronous), SQLite, JSON, Restful.

# **EDUCATION**

## Master's Degree in Software Engineering

Concordia University –Montreal,QC 2018 -2020

## Bachelor's Degree in Software Engineering

LDRP-ITR – Gujarat,INDIA 2013 -2017

**PROJECTS**

**INTERAPP** *Software Project Management | September 2019 to December 2019*

* Since the subject was project management we focused on task distribution, requirements and resource allocation mainly.
* Focused on coding standards by following a proper architecture i.e. event driven architecture, design patterns in our case we used singleton pattern and visitor pattern, agile methodology and scrum framework so had a scrum master whose role was to allocate task and resources, monitor progress.
* Technologies used Java, XML, SQLite, Git.

**OPUS RECHARGE SYSTEM** *Software Requirement Specifications | September 2019 to December 2019*

* Understood flow of software documentation and how industries work with documentation.
* Gather requirements in the form of personas, problem domain, understand scope, create user stories and for each user stories use case diagrams.
* Created all required UML diagrams such as domain model diagram, use case, sequence, class diagram and many other that our project demanded.
* To show that our concept of shifting whole offline system to online we developed an empty box website that demonstrate our concept can be implemented.
* This project used HTML,CSS, jQuery, MS Visio and related software.

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**BATTLESHIP BOARD GAME** *Advance Program Practices | May 2019 to June 2019*

* Developing a board game in Java where UI was developed with Swing and upgraded it to Java FX.
* While the backend logic was well written in java in eclipse IDE, implementing MVC architecture and implementing different design patterns such as strategic pattern, singleton pattern, abstract factory and so on and maintaining the latest version of the code using GitHub.
* During this we followed agile methodologies. This game was for single player vs AI and two players.
* Taking step further implemented networking for playing game on two different devices using a LAN.

**CONCORDIA’S SUBJECT SELECTION** *Distributed Systems | September 2018 to December 2018*

* Implemented many Core Java concepts like HashMap, List, try catch block, design patterns and software concepts such as Architecture and methodology.
* For client server communication TCP was used and UDP for server to server connection.
* No database was used since all the data was stored into nested HashMap.
* Later whole project was shifted to current technology CORBA.

This project used JAVA, CORBA, data structures, software architecture, TCP and UDP, Javadoc and a documentation was made.