

EDUCATION

Bachelor of Computer Science Majors **09/2016 – Present**
[University of Manitoba | Winnipeg, MB](#)
• Expected Graduation: May 2021

TECHNICAL SKILLS

Languages

- Python
- Java
- C / C ++
- JavaScript
- SQL, MySQL, SQLite

Technologies

- Amazon Web Services (AWS)
- Flask & Django
- React & Material UI
- Android Development
- SQLite
- Git

EXPERIENCE

Full Stack Developer (Undergraduate Industrial Project) **01/2020 – 04/2020**
[FarmLink Marketing Solutions | Winnipeg, MB](#)

At FarmLink I was working collaborating with other developers and the project manager to design and develop a web application with a slick interface for manually tagging the information about a cash price by using as many clever UI elements as possible. This is to keep the amount of time/overhead manually inputting these prices into the system.

- Designed and Developed an easy user interface using ReactJS and Material UI
- Implemented the back-end development using Python and the Flask Framework
- Implemented a RESTful Web API using Flask and Python
- Implemented new features for a data acquisition, parsing and transformation system using sqlite3
- Carried out unit testing to discover errors and to optimize usability

Technical Support Representative **04/2020 – 09/2020**
[Cox Communications \(Remote\) | Winnipeg, MB](#)

- Answering calls from customers, dealing with issues such as signal, service, billing issues.
- Troubleshooting issues with signal issues, equipment issues, connection issues, and any other issues where customers are not receiving optimal service from Cox Communications.
- Processing the orders for customers that can be installation orders, work orders for service issues or equipment replacement orders when customers need a equipment replaced.
- Effectively and efficiently addressing the customers special needs and requirements, including the resolution of complaints and issues.
- Providing professionally written responses to customers via phone (chat), email
- Resolved hardware/software conflicts or malfunctions, usually via WebEx or similar live online session
- Trained other staff to deal with technical issues and established response guidelines

Customer Service Representative **05/2017 – Present**
[Indigo Park Canada Inc | Winnipeg, MB](#)

- Responded to all front-line initial customer inquires and issues, and tried to ensure a first response resolution appropriately
- Escalated customer issues that require more in depth assistance to the appropriate management team
- Participated in regular training on products, and services as well as company initiatives to remain knowledgeable on all products and services to effectively support new and existing customers
- Concisely recorded all issues and resolutions into client relationship software
- Performed exceptionally to meet and exceed all monthly performance metrics such as Quality, Dependability and Productivity
- Cross trained and provided backup for other customer service representatives when needed.

RECENT PROJECTS

AnswerBot: an automated tool that generates answer summary to Developers' Technical Questions. **09/2020 – 12/2020**
[Group Project](#)

- This project was based on the research paper *AnswerBot: automated generation of answer summary to developers' technical questions*.
- Extracted and compressed the large Stackoverflow database using Python to a SQLite database
- Developed the entire project in Python and sqlite3
- Implemented all the features of the project
- Developed flow chars for each step in the framework

Project link: <https://pratikpatelx.github.io/AnswerBot/>

MORE PROJECTS

Multithreaded Chat Application

[Individual Project](#)

Multithreaded chat application, using python socket programming built with Python. Where the server can communicate with a N number of clients at the same time.

Flashy - (<https://code.cs.umanitoba.ca/comp3350-winter2019/flashme---group-14>)

[Group Project \(Software Engineering 1 Class Project\)](#)

Flashy is an android application that allows anyone reviewing study material to create, view, and organize digital flashcards, from anywhere.

Reverse Path Forwarding Algorithm Simulation

[Individual Project \(Computer Networks Class Assignment\)](#)

Implemented a Reverse Path Forwarding algorithm simulation for a source-based tree broadcast routing. Implemented with SimPy and SciPy.