Saurav Patel

614 Monitor Street, La Crosse, WI 54603, United States

Mobile: (608) 724-2268

Email: sauravpatel3092001@gmail.com

Work Experience

Information Desk Assistant

Concordia University – St. Paul, MN

September 2023 – February 2025

Salary: $15.00 USD per hour

Hours per week: 15

Responsibilities:

- Provided accurate and up-to-date information on college programs, admissions, scholarships, and campus facilities.

- Assisted students via phone, email, and in-person, ensuring clear communication and timely resolution of inquiries.

- Maintained a welcoming and professional environment for students and visitors.

Supervisor: Jon Neilson – (651) 233-8111

Okay to contact this supervisor: Yes

Technical Support Representative

Ritesh Industries – Ahmedabad, Gujarat, India

February 2021 – November 2022

Salary: $500.00 USD per month

Hours per week: 20

Responsibilities:

- Provided technical assistance and troubleshooting for customer inquiries related to products and services.

- Assisted customers through phone, email, and chat, ensuring prompt issue resolution.

- Guided users with step-by-step solutions and product training.

Supervisor: Nileshbhai – (982) 517-5114

Okay to contact this supervisor: Contact me first

Sports Event Coordinator

Apollo Institute of Engineering and Technology – Ahmedabad, Gujarat, India

January 2022 – February 2022

Salary: Unpaid

Hours per week: 20

Responsibilities:

- Organized and managed various sports events, including football, cricket, running races, and indoor games.

- Ensured smooth execution of events by coordinating logistics, schedules, and participants.

- Developed teamwork and leadership skills while managing multiple tasks simultaneously.

Junior Developer

Palladium Hub – Ahmedabad, Gujarat, India

January 2023 – May 2023

Hours per week: 40

Responsibilities:

- Collaborated with senior developers to troubleshoot and resolve web development challenges.

- Assisted in implementing solutions to improve website functionality and user experience.

- Gained hands-on experience with web technologies and problem-solving techniques.

Supervisor: Yash Mojidra – (635) 266-6517

Okay to contact this supervisor: Contact me first

Graduate Assistant

University of Wisconsin – La Crosse – La Crosse, WI

January 2024 – May 2024

Hours per week: 20

Responsibilities:

- Assisted professors with class projects to enhance learning outcomes.

- Helped students with assignments and lab work, fostering a collaborative academic environment.

- Provided guidance and support in understanding complex concepts, contributing to student success.

Supervisor: Mao Zheng – (608) 785-6808

Okay to contact this supervisor: Contact me first

Education

Apollo Institute of Engineering and Technology

Ahmedabad, Gujarat, India

Bachelor's Degree in Information Technology – June 2023

GPA: 7.61 / 10

Concordia University

Saint Paul, MN, United States

Master's Degree in Information Technology Management

Currently enrolled in the second semester.

Relevant Coursework, Licenses, and Certifications

- Comprehensive training in event management and operational support for athletic events.

- Hands-on experience in IT support, customer service, and web development.

References

Yash Mojidra

Employer: Palladium Hub

Title: Web Developer

Email: mojidarayash030@gmail.com

Jason Sauppe

Employer: University of Wisconsin – La Crosse

Title: Assistant Professor

Email: jsauppe@uwlax.edu

Nileshbhai

Employer: Ritesh Industries

Title: Manager

Phone: (982) 517-5114

Email: nileshpatel1231996@gmail.com

Jon Neilson

Employer: Concordia University

Title: Director of Library Services

Phone: (651) 233-8111

Email: NEILSON@CSP.EDU