

# RAVI KUMAR SHELADIYA

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## OBJECTIVE

An internship or student opportunity that will allow me to utilize my problem-solving skills and attention to detail to further develop my abilities in the field of Computer Science.

## EDUCATION

**New Jersey Institute of Technology (NJIT), Newark, NJ**

Bachelors of Science in Computer Science

Expected  
May 2020

- Minor: Business, Innovation and Entrepreneurship, Project Management
- GPA: 3.35/4.00

## SKILLS & ABILITIES

- **Programming Language:** Python, Data Structures (Java), HTML, JavaScript, CSS, Android, Software Design Patterns, SQL, C/C++
- **Software:** Linux, Microsoft Office, MIT App Inventor 2, Scratch App builder
- **Adobe:** Photoshop, Illustrator, InDesign, Dreamweaver, Fireworks, Premier Pro, After Effects, Audition, Bridge, Shockwave, Premiere Elements, Animate, Muse, Captivate, Creative Suite
- Proficient in diagnosing and troubleshooting software's, drivers, and hardware issue on Windows 7/10 computers in a corporate environment.
- **Professional:** Self-motivated, Creative thinker, Detail-oriented, Excellent Time management
- **Spoken Language:** Spanish, French, Hindi and Gujarati proficient to advance in all

## HONORS/AWARDS

- Student Senate - Finance Committee
- Highlander Scholarship NJIT and Balaji Temple Scholarship
- Computer Security 2<sup>nd</sup> Place at Regionals Texas (Business Professionals of America)
- BPA Competition in Financial Math & Analysis; Information Tech Concepts; Computer Programming Concepts; Business Meeting Management Concepts; Management, Marketing & HR Concepts; Project Management
- Central National Bank Financial Academy Certified

## EXPERIENCE

### Technical Client Support (IT Service Desk)

*BNP Paribas Bank*

*Mphasis Corporation*

Jan 2018  
To  
Present

- Support users in a professional and courteous manner with Account Management / Password reset
- Extensive use of ServiceNow ticketing system to accurately track all incoming issues
- Troubleshooting issues relating VPN, BlackBerry, Active Directory, Exchange Administration, Windows 7/10
- Perform daily/weekly/monthly schedule tasks as assigned
- Create a SOP whenever troubleshooting a new issue and keep everyone informed on the issue and resolution
- Assist with installing, upgrading and troubleshooting various Windows applications for users
- Attending audit meetings with various teams to provide technical info with Effective Business Communication
- Analytical and Remote Desktop skills

### Student Assistant

*Department of Graduate Studies at NJIT*

Sept 2017  
To  
Dec 2017

- Enter data on various databases and serve as a receptionist for Graduate Studies
- Assist in domestic orientation (for graduate students)
- Complete special projects as assigned
- Check and Collect documents and distribute or file as necessary
- Attend training seminars/workshops throughout the academic year

### Student Web Developer

*Midway High School*

Aug 2015  
To  
June 2017

- Worked under professional Web Developers
- Develop and maintain individualized websites for a range of division across the Midway ISD
- Maintained and updated HTML/CSS templated on a regular basis and as required
- Assisted in the technical administration of the campus intranet and calendar system