

SHYAM PATEL

Toronto, ON, M1G 1J1

☎ 437-268-1707

✉ shyampatel1707@gmail.com

🌐 [linkedin.com/in/shyam-patel](https://www.linkedin.com/in/shyam-patel)

🐙 github.com/shyampatel

Education

George Brown College

Sept. 2022 – April 2024

Computer Programming and Analysis Diploma - GPA - 3.44

Toronto, ON

Relevant Coursework

- Information Systems
- Algorithms Analysis
- IT Support
- Systems Programming
- Networking & Security
- Database Management
- Internet Technology
- Computer Architecture

Technical Skills

Networking: VPN, Firewalls, UniFi Network Gear

Software: MS365 (O365, Teams Voice), AutoTask, SQL Server Management Studio(SSMS), Active Directory(AD), ServiceNow, Workday

Programming: Powershell, Bash/Shell Scripting, Python, Java, C++, JavaScript, SQL, React, Node.js, Power BI, SQL

Tools: Kaseya, Git, Docker, AWS (S3, EC2), Figma, Azure

Experience

MobiHelp George Brown College.

Sep 2022 – April 2026

Peer Tutor

Toronto, ON

- Shared personal insights and knowledge with peers, particularly focusing on previous mistakes and lessons learned, to help prevent common issues and promote continuous improvement.
- Gained experience in communicating professionally with peers, staff, and seniors, ensuring clear and effective information exchange in both technical and non-technical contexts.
- Worked closely with senior team members, learning advanced troubleshooting techniques and enhancing problem-solving skills while providing guidance to new team members.
- Continuously developed technical skills by learning from real-world scenarios and applying feedback from seniors, improving the ability to resolve issues efficiently.

Projects

Website Development Project - BookByte | Javascript, MongoDB

Dec 2022

- Developed a book shop website using Express, Node.js, and MongoDB, improving project delivery time by 40% through Agile methodologies.

SQL Project - Airport Database Management System | Oracle SQL

Sept 2023

- Designed and implemented an Oracle SQL-based database management system to efficiently handle airport operations and data management.

Shopping and Management App | Android, Firebase

Sept 2022

- Created a multi-platform shopping app using Android and Firebase, enhancing user experience and data integrity across different shopping portals.

Leadership / Extracurricular

Student Life Ambassador (SLA)

Dec 2023 – April 2024

Toronto, ON

George Brown College

- Proactively fostered a friendly and inclusive environment, improving the overall college experience.
- Effectively assisted fellow students, quickly resolving queries and managing the flow of pedestrian traffic.
- Actively engaged as a dedicated Student Life Ambassador, aiding in the navigation around the college campus.
- Played a key role in enhancing the Centennial College atmosphere during the important initial weeks of the term.

Orientation Leader

May 2023 – August 2023

Toronto, ON

George Brown College

- Significantly improved the transition experience for new students, evidenced by a 15% increase in positive feedback.
- Offered personalized guidance on academics, extracurricular activities, and college life.
- Provided essential support to new students during their critical adaptation period.
- Served as a compassionate and informed resource, assisting students in overcoming challenges as they adjusted to college life.