Smit Patel

Edison, NJ, (732)789-7419, patelsmit030520@gmail.com || https://www.linkedin.com/in/patelsmit0305/ || https://github.com/smitpatel0305

EDUCATION

Rutgers University, New Brunswick, NJ   Jan 2022 – Jan 2024
- **Computer Science & Business Administration** – Bachelor of Science (**GPA – 3.5)**

Middlesex College, Edison, NJ   Sep 2019 – Dec 2021
- **Computer Science** – Associate of Science
- **GPA - 3.85, Earned Dean's list for multiple semesters.**

RELEVANT COURSEWORK

- Data Structures & Algorithms
- Systems Programming
- Principle of Information and Data Management
- Object-Oriented Programming in Java
- Computer Architecture
- Discrete Structures

PROJECTS

BuyMe (HTML, CSS, JSP, MySQL – Team Lead)
- Created an online auction service platform that allows users to buy and sell products in an auction
- Supports advanced administrative and user functions in terms of managing accounts and products

Mymalloc and Myfree (C Programming – Team Lead)
- Implemented a toy version of the memory management system provided by the C standard library, along with drop-in replacements for the malloc () and free() functions using macros in our mymalloc.h file

Word Wrap (C Programing in Linux Environment – Team Lead)
- word-wrapping program ww that reads the contents of a file and prints it to standard output, wrapped to fit within a specified width.
- Extend ww by allowing the second argument to be a directory. When the second argument is a directory, ww will reformat each file in the directory and write the output to a new file with the prefix "wrap.".

WORK EXPERIENCE

Best Nutritional's, Piscataway, NJ

Analytics and Customer Support Specialist| Part-Time   May 2021 – Current
- Manage and update online product catalog, including setting up new products with the price comparison and maintaining existing products and category pages on E-Commerce platforms
- Examining monthly financial reports to calculate cross-divisional revenue figures which help derive sales revenue
- Submitting invoices and bill of lading as proof to Amazon Vendor Central resolving pending payments from their end
- Resolve customer inquiries and complaints via email or online messaging
- Use telephone daily to call Marketplace Seller Support teams to resolve escalated issues
- Collaborated to a 21% increase in sales by providing customer and product service
- Maintain 20+ message/email templates and identify areas for process improvement
- Achieved an average 97% customer satisfaction rating to date, 10% higher than company average

Subway, Middlesex, NJ

Manager   Aug 2018 – March 2021
- Kept **track of inventory** using Subway' Management Software
- Ensured great satisfaction by providing **customer service** and **solving setbacks**
- Maintaining all records and reports at the end of day and making updates to the data processor. Compare sales data at the end of shifts.

SKILLS

Technical Skills: MySQL, JSP, Java, C++, C (Linux Environment), HTML, CSS, JavaScript, Assembly Language, MATLAB.