

Spandan Patel

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Experience

Kelly Connect for Apple

Technical Support Advisor

Canada

May 2023 - Sept 2023

- Delivered superior customer service that led to a 90% satisfaction rate from customers, exceeding company goal.
- Identified root cause issues impacting system performance, troubleshooting and resolving 500+ calls customers' issues.
- Able to handle service requests for any iPhone/iPad/iMac issues that does not require physical presence, and able to provide guidance to customer to resolve their problems remotely.
- Handled incidents including troubleshooting and was well aware of the incident management process.

CYA Live

Game Developer Co-op - Unity Engine, C#, Websocket API, GitLab, Confluence

Toronto, Ontario, Canada

Sept 2021 - Dec 2021

- Collaborated closely with other Developers and Designers to deliver better and engaging gameplay to make game more interesting.
- Coordinated project management activities, resources, equipment and information with solid organizational skills, including multitasking and time-management
- Represented product demo every week to user research team and update changes based on feedback and criticism.

Softvan Pvt. Ltd.

Software Developer - .NET, WPF, C#, Entity Framework, XAML

Ahmedabad, Gujarat, India

Sept 2019 - Nov 2020

- Collaborated with the other developers and Front-end Team to build the .NET WPF application with Entity Framework to build system.
- Involved in complete Life Cycle of applications including Analysis, Architecture, Design, Development, and Testing.
- Used Object Oriented Design Patterns to optimize the application and increased performance by 20-25%.
- Contributed with team members using version control systems such as Git and Github, and used JIRA for the assignment/tracking of stories and tasks.

Technical Skills

- **Languages:** C++, C#, Python, Java, JavaScript, TypeScript, HTML, CSS
- **Libraries/Frameworks:** .NET, WPF, ADO.NET, ASP.NET, Node.js, Express.js, Flask, NumPy
- **Tools:** Git, Github, GitLab, Confluence, Visual Studio, Visual Studio Code, Eclipse, Unreal Engine, Unity Engine, Android Studio, Figma, Jira, Photoshop, Blender
- **Database:** MongoDB, MySQL, SQLite3
- **Other:** Software Development, Game Development, Design Patterns, Object Oriented Programming, Data Structure and Algorithm, Linear Algebra and 3D Math, Memory Management, Multi-Threaded Programming, Quality Assurance, Agile Development, RESTful APIs

Education

Centennial College

Advanced Diploma - Software Engineering Technology

Toronto, ON, Canada

Jan 2021 - Dec 2022

Kadi Sarva Vishwavidhyalaya

Bachelor of Engineering - Computer Engineering

Gandhinagar, Gujarat, India.

Aug 2015 - May 2019

Projects

Meditation Application - Content Recommendation System

React.js, Python, SQLite3, Flask, RESTful APIs

- Developed a web application to recommend meditation contents to users based on their answers of questionnaire.
- Worked as full-stack developer with other ML developers and front-end developers to implement CRUD operations and connect systems.
- Worked in an agile team environment, responsible for CI/CD along with development of the application.

Path-finding/Searching Algorithms

Unreal Engine, C++

- Implemented BFS, DFS, Dijkstra, AStar algorithms to compare and find best algorithm.
- Implemented visualization to produce workflow of each steps taken by algorithms

E-Commerce website

React.js, Express.js, MongoDB, Node.js, REST APIs

- Collaborated with other team members to create e-commerce website using MERN stack.
- Worked as back-end developer to implement CRUD operations, system architecture, database connection, user-admin features.

Sorting Algorithms Visualizer

Unreal Engine, C++

- Implemented different sorting algorithms to learn and compare the difference of complexity for those algorithms.
- Designed dynamic tools to visualize different types of data for sorting algorithms.

Budget Tracker Application

.NET, WPF, C#, Entity Framework

- Collaborated with other team members to create Budget Tracking Application using .NET Frameworks.
- Implemented CRUD operations for Income, Expense, Reminder functionalities.
- Created various documentations like Technical Reports, Design Documents, User Manual, Admin Manual and more.

Achievements & Extra-curricular Activities

- Secured 4th position in Toronto Zoo Hackathon held by WIMTACH *May 2021*.
- Participated in team of 4 members and got funding of 20,000 INR from the SSIP Gujarat Hackthon *(2018-19)*.
- Participated in team of 4 in SSIP Gujarat Hackthon *(2017-18)* and ranked runner-up in the final round.