

## **Unnati Thakkar**

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### **Education**

#### **DEPAUL UNIVERSITY**

Bachelor's in Computer Science Degree, Software Development

CHICAGO, IL

MAY 2021

#### **UNIVERSITY OF ILLINOIS AT URBANA CHAMPAIGN**

General Studies

CHAMPAIGN, IL

AUG 2017-DEC 2018

### **RELEVANT COURSEWORK**

Content Management; Discrete Math; Data Analysis; Data Analysis and Regression; Blockchains and Smart Contracts; Discrete Structures; Data Structures; Programming Basics; Calculus I and II; Computer Systems

### **Experience**

#### **DEPAUL UNIVERSITY (IT HELP DESK)**

CHICAGO, IL

##### **CLASSROOM TECH**

JUNE 2019 - PRESENT

- Expertly handle service tickets assigned by the client service coordinator
- Help answer incoming calls to the service hotline
- Consistently follow up with clients on ticket status, next steps, progress, and resolution.
- Ensure quick response times to client tickets
- Dispatch to sites as needed to resolve tickets

#### **UNIVERSITY OF ILLINOIS AT URBANA CHAMPAIGN (PREMIUM SEATING)**

CHAMPAIGN, IL

##### **CUSTOMER SERVICE**

AUGUST 2018-DECEMBER 2018

- Assisted President, Chancellor and Athletic director to accommodate the Uofl guests and patrons
- Ensure patrons made access to Uofl 8th floor suites as well make sure the workers have proper credentials by checking their ID pass

### **AFTER SCHOOL MATTERS**

CHICAGO, IL

##### **INTERN (SUMMERS ONLY)**

JUNE 2014-AUGUST 2018

- Built a summer curriculum for kids by planning day by day games, activities and coursework for upcoming semester
- Taking kids to park so they can be active and have a chance to engage with nature with planned outdoor activities

### **Skills & Interests**

**Technical:** Java, Python, C, SML, HTML, CSS, Android, GitHub, Bitbucket, Drupal, PHP, Wordpress, MS office suites

**Language:** English, Spanish, Gujarati and Hindi