
VEDANSHEE PATEL

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SKILLS & TOOLS

- Java, C++, Python, HTML, CSS, JavaScript, React-Native, Git, Linux, Networking, Figma, Jira, Confluence

EXPERIENCE

NETWORK OPERATIONS CENTER INTERN | BLACKBERRY

JAN 2024 – APR 2024

- Actively **monitored** the BlackBerry infrastructure to **resolve incidents** by responding promptly, professionally, and within agreed Service Level Agreements utilizing NOC tools.
- Proactively performed weekly scheduled changes via **Windows/ UNIX/Linux-based servers**
- Effectively **escalated urgent incidents** and collaborated with appropriate teams to **resolve them promptly**.
- Documented incidents, analyzed root causes, and maintained comprehensive **runbooks** to prevent reoccurrence.

IoT NETWORK ADMINISTRATOR | ELEVEN - X

MAY 2023 – AUG 2023

- Conducted weekly **network monitoring** to identify, report and swiftly resolve connectivity issues
- Employed **debugging** techniques to resolve gateway issues and minimize gateway downtime
- Utilized **Python** scripts within a **Linux** environment to **configure** and **update** gateways, resulting in smoother deployments and optimized performance.
- Participated in security audits of company infrastructure and prepare concise reports summarizing findings

QA DEVELOPER | POLARIS INTELLIGENCE INC

SEPT 2022 – DEC 2022

- Investigated and resolved various UI bugs using **HTML**, **CSS**, and **JavaScript** to improve client experience
- Improved web app design using **HTML** and **CSS**
- Created and updated new sprint task and bug report tickets efficiently through **Jira**
- Oversaw daily **validation** of web app modules and new feature implementations
- Led and participated in weekly **code reviews** to leverage best coding practices and team communication

SOFTWARE QA ANALYST | SONOVA

JAN 2022 – APR 2022

- Diligently conducted **over 80 manual** regression and new product test scenarios of Pro&Go and Phoenix hearing aid software with a high degree of accuracy as part of the verification process sub-team
- Identified, documented, and reported software bugs with strong attention to details through **Polarion Software**
- Updated **confluence** pages of team workflow documents and improved onboarding pages for future co-ops

PROJECTS

CYCLE QUEST | 1ST PLACE AT TECHNOVA HACKATHON & VELOCITY PITCH CONTEST SEMI-FINALIST SEPT 2023

- Cycle Quest in an interactive game that aims to promote learning and breaking stigma around menstruation in an engaging way for young teens
- Game was developed and designed with **Pygame** and **Figma**
- Developed the **web** version of Cycle Quest using **HTML**, **CSS**, and **JavaScript** as a personal project

PROJECTIFY | 2ND PLACE WIE HACKATHON WINNER

Nov 2022

- Projectify is an **Android** and **iOS app** that allows high school girls to post and collaborate on side projects to build their portfolio to pursue a STEM career
- Designed and developed this app using **Figma**, **React-Native**, **JavaScript** and **AWS-Amplify Studio**

EDUCATION

BASC IN SYSTEMS DESIGN ENGINEERING | UNIVERSITY OF WATERLOO

SEPT 2021 – APRIL 2026

- Data Structures & Algorithms (C++), Digital Systems (VHDL), Human Factors Design, Engineering Drawing (CAD), Prototyping, Statistics, Circuits, Engineering Economics, Thermodynamics, Fluid Mechanics, Systems Models