

Viraj Patel

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EDUCATION

Boston University M.S. in Software Development

September 2023 – (Expected) December 2024

- Current GPA: 3.93/4.00
- Relevant coursework: Data Structures & Algorithms, Advanced Programming Techniques, Software Design & Patterns

Stony Brook University

December 2019, Stony Brook, NY

B.S. in Information Systems, Minor in Business Management

- Cumulative GPA: 3.54/4.00
- Relevant coursework: Data Science, Systems Administration, Computer Science I & II, Database Design and Practice, Scripting Languages, Information Systems in Management, Computer Networks, Financial Accounting

EXPERIENCE

Software Support Engineer (Tier 2) Stripe

April 2022 – March 2023, New York, NY
January 2024 – July 2024 (Contract Consultant role)

- Troubleshoot escalated issues from tier 1 for the TaxJar platform, APIs and certified integrations.
- Resolved a weekly average of 18 tickets, working with multiple teams including engineering, marketing and sales.
- Participated on the DRI team rotation and received hands on development opportunities regarding bug fixes, log analysis, and feature requests/enhancements for the TaxJar platform.
- Composed, researched and edited knowledge and workflow related documentation for both team and customer use.

Integration Support Analyst NMI

April 2021 – April 2022, New York, NY

- Troubleshoot a variety of issues relating to the integration of NMI's SDKs, APIs, mobile, online and POS integrations.
- Resolved an average of 30 integration-related partner tickets a week using Zendesk, while maintaining phone call queues, meetings, emails and escalations. This includes analyzing logs, code and device testing.
- Researched, composed and edited knowledge-related articles and training guides for both internal/partner training.
- Developed apps & software using NMI SDKs for testing, troubleshooting and training.

Client System Engineer Epic

June 2020 – December 2020, Madison, WI

- Consulted on issues related to the integration of Epic software (client, server, windows, and third-party integrations).
- Created and managed client's technology portfolios. Provided recommendations, risk assessment, and target platforms.
- Maintained client infrastructure and reduced overall downtime and workflow exception rate.
- Revised and streamlined 2 projects for new hires regarding windows administration skills and PACS-EHR integration.

PROJECTS

Support Engineer Training/Consulting

Jan 2024 – July 2024

- Worked with 8 associates in the span of 3 months. This included ramping up, training, grading and assisting with responses to escalated customer issues for the TaxJar platform.
- Perform QA Audit on the associates responses, grading and maintaining external communication standards.

Payment Device SDK Mobile App

March 2022

- Developed Android app using NMI Payment Device Mobile SDK & Payments API to run transactions using a BBPOS card reader.
- Gained experience & knowledge on softwares including but not limited to C++, Git, Android & Visual Studio.

SKILLS & CERTIFICATIONS

- AWS Certified Cloud Practitioner (Obtained Jan 2023)
- Operating Systems: Linux, macOS, iOS, Android, Windows OS and Servers (7, 8, 10, 2012 R2, 2016)
- Comfortable with: JIRA, Postman, Zendesk, HelpScout, Splunk, Kibana, Graylogs, Git, Slack, Office 365, NMI SDKs and APIs, Epic software (Hyperspace, Welcome), Citrix (XenApp, XenDesktop), VMWare (Horizon View, ESXi), Microsoft Technology (Active Directory, IIS, ASP.NET), Networking (Load Balancing, TCP/IP, DNS), Cybersecurity Concepts
- Coding Languages: Java, Python, Ruby, C++, Bash, PHP, C++, HTML, CSS, Javascript, SQL