

Sneh Patel

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Education

Ontario Tech University

Expected April 2027

Bachelor of Science in Computer Science (GPA: 3.54 / 4.00)

Oshawa, Ontario

- **Advanced Algorithms:** Mastered the design, analysis, and implementation of algorithms, enhancing problem-solving and optimization skills crucial for developing efficient software solutions.
- **Artificial Intelligence:** Gained comprehensive insights into AI principles, including machine learning, neural networks, and natural language processing, preparing for the future of smart technologies.
- **Software Engineering:** Acquired a solid foundation in software development lifecycle methodologies, project management, and best practices, emphasizing agile and DevOps approaches for high-quality software delivery.
- **Database Management Systems:** Developed proficiency in designing, implementing, and managing relational and NoSQL databases, ensuring data integrity, security, and performance in complex systems.

Northern College of Applied Arts and Technology

September 2020

Diploma in Computer Engineering Technician (GPA: 3.64 / 4.00)

Toronto, Ontario

- Comprehensive study of computer systems and architecture, focusing on the assembly, configuration, and maintenance of hardware components.
- In-depth exploration of programming languages, including but not limited to C, C++, and Java, emphasizing software development and application programming.
- Extensive training in networking principles and practices, covering network design, implementation, and troubleshooting to ensure robust connectivity and system security.

Experience

ScaleEasy Inc.

Jan 2024 – Current

Level 2 Technical Support Analyst

Toronto, Ontario

- Proficient in delivering Level 2 technical support, adept at diagnosing and resolving advanced technical issues to maintain optimal operational efficiency.
- Experienced in providing essential on-site support and serving as a reliable contact for IT service continuity, ensuring seamless workflows and client satisfaction.
- Demonstrated ability to work effectively with both Level 1 Support and cross-functional teams, facilitating the swift escalation and resolution of technical problems.
- Strong knowledge of IT services and products, complemented by experience in managing data confidentiality and working with complex network infrastructures, including firewalls.

Debittech POS

Dec 2021 – Dec 2023

Technical Support Analyst

Scarborough, Ontario

- Engaged in effective communication with computer users to identify and document technical issues.
- Provided timely solutions, advice, and training to users, enhancing their understanding and utilization of software applications.
- Contributed to the redesign of applications and software, improving functionality and user experience.
- Actively maintained a detailed log of problems and solutions in the CRM system, ensuring efficient reference for the support team and streamlining support processes.

Zedd Customer Solutions

Oct 2020 – Dec 2021

Technical Sales Representative

Scarborough, Ontario

- Excelled as a Technical Sales Representative on the ROGERS project, effectively making outbound calls to promote and sell products and services to a diverse clientele.
- Demonstrated exceptional customer follow-up, ensuring satisfaction and meeting sales targets through meticulous communication and interpersonal skills for revenue growth.

Technical Skills

Languages: Python, C++, R, SQL, JavaScript, HTML, CSS

Technologies: React.js, Angular, Vue.js, Django, Flask, Ruby on Rails, Spring Boot, Express.js, TensorFlow, PyTorch, jQuery, Bootstrap, Laravel, Flask, ASP.NET, Node.js, Electron, Android SDK, iOS SDK, Symfony

Concepts: Compiler, Operating System, Virtual Memory, Cache Memory, Encryption, Decryption, Artificial Intelligence, Machine Learning, Neural Networks, API, Database Normalization, Agile Methodology, Cloud Computing