

## OBJECTIVE

Dedicated and motivated Computer Science enthusiast seeking full-time opportunity to utilize my problem-solving skills and attention to details in software development.

## EDUCATION

**Pennsylvania State University** - Bachelor's in Computer Science

Jan 2018 – May 2020

**Harrisburg Area Community College** - Associate in Math/Computer Science

Jan 2016 – Dec 2017

## WORK EXPERIENCE

**Functional Analyst: Deloitte**

September 2020 – present

- Analyze business processes and core rules in Integrated Eligibility Enrollment System (IEES) that provides benefits to over a million end users.
- Lead multiple system change requests including emergency change requests through end-to-end design and development process utilizing standard procedures for requirement gathering, conducting client meetings, drafting detailed design documentation and support development.
- Provide subject matter expertise to diagnose bugs and formulate solutions for User Acceptance Testing to be deployed in Production.
- Write complex SQL queries to support data fix request and generate report requested by client.
- Supported data integrity initiative and identified miscellaneous bugs to mitigate serious impact on end users.

**Undergraduate Intern – Application Developer: Highmark Health**

May 2020 – June 2020

- Altered due to COVID-19. Developed a case study on the firm's response to the pandemic and analyzed the outreach to members, employees, and community.

**Information Technology Support Specialist: Penn State Harrisburg**

Jan 2019 – August 2019

- Supported a large user base through e-mail, telephone, and on-site IT services including troubleshooting connectivity issues on various operating system, hardware/software installation requests.
- Created detailed tickets and captured troubleshoot information in the ServiceNow CRM tool.
- Wrote documentation including FAQ style 'How to' and reduced tickets for self-solvable issues.

## PROJECTS

### PsuPlays

Web app and android app for intramural sports competition. Build using Django framework with SQL database to support functionalities such as adding teams and players. App supports live stream and live chat along with automated scheduling of games.

### Mini-C language compiler

Built a compiler from grammar using Java and shell scripts. Compiler supports automatic indentation and syntax and semantic checking of the code using top-down approach and chained symbol tables.

## SKILLS AND ACHIEVEMENTS

**Programming Skills:** SQL, C++, Java, MIPS, HTML, Scheme, Android Studio, Dollar Universe, Strong documentation skill to support Systems Development Life Cycle, perceptive problem solving and strategic thinking.

**Other skills:** Multilingual (English, Gujarati, and Hindi), Strong leadership, creativity, team collaboration, adaptability to learn new programming language and gain skills.

**Academic achievements:** Dean's list of Spring 2017, Fall 2017, Spring 2019 and Spring 2020

**Professional achievement:** Applause award in recognition for quickly adapting to the project with various pandemic related complications.

## RELEVANT COURSES

Data structures, Operating systems concepts, Design and Analysis of Algorithms, Database Design, Compilers, Object Oriented Programming with Web-Based Applications, Formal languages, Secure programming, Android application, Principles of Programming Languages.