Mit patel

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Profile Summary

Adaptable and motivated Computer Science graduate (July 2025) from Western Governors University with hands-on experience from academic projects in software development, machine learning, and backend programming. Background in customer service, data entry, and technical support, with a proven ability to work in teams and complete tasks reliably. Known for maintaining accuracy under pressure and learning quickly in fast-paced environments. Seeking a full-time role in software engineering or related areas to apply and develop technical skills.

Technical Skills

- **Programming Languages**: Java, Python
- **Frameworks & Tools**: Spring, Hibernate, RESTful APIs, MySQL, Docker, Salesforce CRM
- **Data Management**: Data entry, analysis, record-keeping, database design
- **Technologies**: Microsoft Office Suite (Excel, Word, PowerPoint), Git, Maven
- **Languages**: English (fluent), Hindi (fluent), Gujarati (fluent), Swahili (conversational)
- **Soft Skills**: Effective communication, problem-solving, teamwork, adaptability

Education

Bachelor's Degree | Bachelor of Science in Computer Science | Western Governors University
Aug 2023 – Jul 2025

high school dipoloma | Trinity High School
Sep 2019 – Jun 2023

ACADEMIC PROEJECTS

Air Quality Index Prediction Model – Final Capstone Project

- Developed a machine learning model in Python using scikit-learn to predict AQI levels.
- Performed data cleaning, feature engineering, and model training (Random Forest).
- Evaluated model performance using R^2 and MAE metrics.
- Built an interactive prediction dashboard using ipywidgets in Google Colab.

Package Delivery Route Optimizer

- Created a Python application to simulate real-time package delivery for WGUPS.
- Implemented a custom hash table for package management with O(1) lookups.
- Optimized delivery routes using a Greedy Nearest Neighbor approach.
- Built a CLI feature for tracking package status by ID and time.

Disaster Relief Robot Simulation

- Programmed an autonomous robot in CoppeliaSim to navigate disaster zones.
- Implemented obstacle detection, avoidance, and pathfinding logic.
- Simulated realistic disaster scenarios with dynamic environments.

Career Chatbot Advisor

- Designed a rule-based chatbot using AIML and Pandorabots.
- Built conversation flows to guide users toward various tech career paths.
- Implemented keyword recognition and response branching.

Hotel Scheduler Enhancement (Spring + Angular)

- Enhanced an existing Java/Angular app with bilingual support (EN/FR).
- Integrated multi-currency display and time zone conversion features.
- Implemented multithreading in Java to manage concurrent booking and UI updates.
- Containerized the app using Docker and drafted a cloud deployment plan.

Inventory Management Website

- Customized a Spring Boot MVC web app for inventory control.
- Implemented purchase workflows, validation rules, and JUnit testing.
- Personalized the UI using Thymeleaf and CSS.

Vacation Booking API

- Built a RESTful API for managing vacations, excursions, and bookings.
- Designed a layered architecture (Controller-Service-Repository).
- Integrated MySQL and tested endpoints using Postman.

Class Roster Manager (C++)

- Developed a C++ console app for student record management.
- Implemented features like email validation, degree-based filtering, and record removal.
- Applied OOP concepts include classes, inheritance, and dynamic memory allocation.

EXPERIENCE

Data entry | United Health Group | Remote Sep 2024 – Apr 2025

- Accurately input and update large volumes of data into electronic health records (EHR) and internal databases.
- Ensured data integrity and compliance with industry regulations, resolving discrepancies as needed
- Collaborated with data management and quality assurance teams to enhance workflows.

CUSTOMER SERVICE REPRESENTATIVE| Alight Solutions | Remote Mar 2024 –Aug 2024

- Responded professionally to customer inquiries via phone, email, and live chat.
- Utilized CRM software to document customer interactions and orders.
- Proactively identified opportunities to improve customer experience.

CUSTOMER SERVICE REPRESENTATIVE | TIN | Remote March 2023 – Jan 2024

- Handled customer inquiries with a high-resolution rate, ensuring satisfaction.

- Processed orders, returns, and exchanges accurately using CRM tools.