Ved Patel

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Summary

Motivated IT professional with 1.5 years of software development experience and 4 months in technical support at Geek Squad (Best Buy). Skilled in full-stack development, troubleshooting, and user-focused solutions. Seeking to contribute both technical expertise and customer service skills to a fast-paced, growth-oriented organization.

Education

Advanced Diploma in Computer Science, Algonquin College — Jan 2023 – Apr 2025

- **Coursework:** Web Enterprise Applications, Database Management, Data Structures, Software Design & Testing.
- **GPA:** 3.54/4.0 (Dean's Honours letters) (Transcript)

Skills

Languages & Frameworks: Java, JavaScript, Python, C#, Angular, React, Next.js, Spring Boot, ASP.NET.

DevOps & Cloud: AWS, Azure, Google Cloud Platform (GCP), Docker, Kubernetes, GitHub.

Tools & AI Technologies: Postman, Jira, VS Code, Visual Studio, Hugging Face, TensorFlow, OpenAI APIs.

Experience

Security Access Administrator, Allied Universal – Ottawa, ON — May 2024 - Present

- Managed internal access control systems, key audits, and camera feeds using a 10+ custom web tool.
- Developed a Python script to automate key audit, reducing manual effort by 60% and improving accuracy.
- Built an internal web portal to streamline access management and improve staff communication across teams.

Software Developer Intern, Communications Security Establishment – Ottawa, ON — Sept 2024 - Apr 2025

- Designed a secure internal marketplace using React, JavaScript, and Auth0, reducing lookup time by 50%.
- Deployed containerized app to AWS EKS using Docker and Kubernetes, enabling scalable and secure access.
- Led a team of 3 interns, managed tasks via Jira, and delivered a platform used by 10+ CSE teams.

Technical Support Specialist, Geek Squad Best Buy – Ottawa, ON — Oct 2023 - Jan 2024

- Resolved customer tech issues including OS, connectivity, and hardware problems with 90% satisfaction rating.
- Delivered in-store diagnostics for PCs, tablets, and smartphones, maintaining high first-call resolution rates.
- Supported 20+ customers daily through walk-ins and phone, escalating complex cases when necessary.

Frontend Designer Intern, Hitech Digital Solutions – Ahmedabad, Gujarat, India — May 2022 - Nov 2022

- Built responsive UIs with Angular 13 and Angular Material, modernizing container tracking systems.
- Created interactive wireframes in Figma and collaborated with stakeholders to iterate designs efficiently.
- Contributed to reducing manual entry workload by ~70% by digitizing Excel-based workflows.

Projects

SageMedic AI — GitHub

- **Description:** Developed an AI healthcare platform to reduce diagnosis wait times by 40% in the medical system.
- **Role:** Designed the platform and selected a top Hugging Face model from 20+ options for symptom analysis.
- **Tools used:** Angular, Tailwind, Python FastAPI, Hugging Face, TensorFlow, Google Cloud Run, Figma, GitHub.

Certificates

Agile Software Development, LinkedIn Learning (CompTIA Authorized Partner)