

Shiv Patel

shivp1505@gmail.com • (732) 648-9253

EDUCATION

Rutgers University | New Brunswick, NJ

May 2027

B.S. in Computer Science, Cognitive Science | **GPA: 3.8/4.0** | **Dean's List**

Relevant Courses: Data Structures, Computer Algorithms, Computer Architectures, Data Management, Discrete Structures I & II, Principles of Information for Database Management, Cognitive Science: A Multidisciplinary Introduction

TECHNICAL SKILLS

Languages: Java, Python, JavaScript, HTML, CSS, C, MySQL, SQLite

Frameworks & Libraries: Python Flask, Node.js, React.js, Next.js, Pandas, NumPy, JUnit,

Technologies/Tools: Windows, macOS, Linux, ServiceNow, VSCode, Docker, Git/GitHub, Linux/Unix, MongoDB, Vercel, Firebase, Jupyter, WireShark, VMware

EXPERIENCE

Level 2 Help Desk Consultant - Rutgers Office of Information Technology

July 2025 - Present

- Provided Tier-2 technical support to 40,000+ students, faculty, and staff, troubleshooting account access, OS, and system errors across Windows, macOS, and Linux.
- Collaborated with IT staff to identify recurring system problems, contributing to long-term solutions that reduced repeat tickets by **10%**.
- Resolved **50+** hardware, software, and network issues weekly, reducing average ticket resolution time by **15%** through advanced troubleshooting and cutting down breached SLAs by **10%**.
- Documented resolutions and workflows in **ServiceNow**, enhancing team knowledge sharing and response consistency

CS Assignment Grader - Rutgers Computer Science Department

May 2024 - May 2025

- Evaluated **1,000+** Java assignments per semester for *Intro to Computer Science* and *Data Structures*, ensuring fairness and rubric consistency.
- Partnered with professors to uphold academic standards, ensuring that feedback aligned with course objectives and departmental guidelines, improving grading efficiency by **10%**.
- Used **Gradescope** for submission tracking, version control, and plagiarism verification.

PROJECTS

Portfolio Website | React, Node, HTML

December 2024

- Built a responsive and modern personal portfolio website using React and Tailwind CSS to showcase projects, resume, and technical background.
- Integrated modular components and smooth page transitions to create an interactive user experience.
- Deployed site using **Vercel** with version control via **GitHub**.

ThreeTrios | (Java | Java Swing | GitHub)

September 2024

- Developed a Java-based application based on the MVC architecture to read and parse configuration files for setting up a grid-based card game, featuring robust error handling and data integrity validation.
- Regression/Unit-Tested using JUnit 4 to ensure functionality and reliability, and implemented a UI using Java Swing

Vigenère Cipher Web Application

May 2023

- Built a web-based cryptography tool that encrypts and decrypts text using the Vigenère cipher, demonstrating understanding of classical encryption techniques.
- Designed a responsive **frontend interface** with real-time text encoding and decoding using **vanilla JavaScript**.
- Implemented secure character manipulation and key management logic to ensure accurate message transformation.

EXTRACURRICULARS/INTERESTS

Football, Gaming, History, Philosophy, Operational Security, Machine Learning, OSINT, Quantum Computing, Artificial Intelligence