

DHRUVESH PATEL

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• *GitHub*: <https://github.com/Dhruveshp23?tab=repositories>

EDUCATION

The Pennsylvania State University - Abington, PA

December 2024

Bachelor of Science in Information Technology

GPA: 3.85

Extracurricular: South Asian Student Association Club Member

Relevant Coursework: Data Structures & Algorithms, OOP with Web-Application, Principles of Programming Languages, Fundamentals of Computer Networks, Computer Architecture & Organization, Database Design, Project Management.

TECHNICAL SKILLS

Programming Languages - Python, SQL, HTML, CSS, JAVA, PHP, JS, C#, Pandas, MATLAB

Operating System - Linux, Oracle Virtual Box, Windows, Mac OS X

Software - PyCharm, IntelliJ Idea, MySQL, Visual Studio Code, Oracle, Putty, Visual Studio, Virtual Machine, Jupyter Book.

Cloud & Virtualization – AWS Certified Cloud Practitioner, EC2, S3, RDS, Lambda, IAM, AWS Architecture, Billing/Pricing, Deployment Models, CLI.

Soft Skills - Leadership, Problem-Solving, Teamwork, Adaptability, Time Management, Customer Service, Creativity, Communication, Conflict Resolution, Ethical Decision-making.

PROFESSIONAL EXPERIENCE

Penn State University, Abington, PA

January 2023 - December 2024

IT Support

- Utilized ServiceNow to track and complete support tickets.
- Provided Tier 1 technical support for hardware (PCs, end-user devices, and peripheral equipment) and software issues, effectively diagnosing and resolving problems to enhance user satisfaction.
- Maintained comprehensive documentation of support interactions, ensuring accurate call logging and efficient issue resolution.
- Collaborated with cross-functional teams to identify and implement improvements to IT processes, contributing to enhanced service quality and reduced repeat incidents.
- Upheld strong customer service skills, addressing user inquiries empathetically and professionally.

PROJECT EXPERIENCE

Linux System Experience

December 2024

- Led Project Diamond: Developed secure data transmission system. Created Python3 apps (app1-app5) for project tasks.
- Used CURL for JSON payload retrieval and TLS for secure transmission. Employed RabbitMQ for message queueing, and AES encryption for security.
- Integrated into MongoDB for workflow logging with timestamps. Utilized threading, and Pyro ORB for concurrency and object passing.
- Designed RESTful web services with an Eve server for logging. Implemented hashing, SFTP, and compression for data validation, transfer, and size reduction. Proficient in SSL/TLS, AES encryption, MongoDB NoSQL database.

AWS Static Website Hosting Project

June 2025

- Developed and deployed a static website using HTML, CSS, and JavaScript.
- Created and configured Amazon S3 buckets to host the static website files.
- Set up IAM roles and policies to manage access permissions securely.
- Configured AWS Certificate Manager (ACM) for SSL/TLS certificate provisioning.
- Integrated Amazon CloudFront as a Content Delivery Network (CDN) to improve website performance and enable HTTPS.
- Used Amazon Route 53 to manage domain registration and DNS routing for custom domain setup.
- Gained hands-on experience with end-to-end deployment of a secure and scalable static website on AWS.