Bhavin J. Patel

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Information Technology Professional – Cloud and Network

Data-Driven and People-Centered Professional in Information Technology and Network Administration

Results-centered client services and IT professional offering more than 4 years of client services experience looking to break into entry-level information technology support roles in Cloud Computing. Collaborative team leader continually focused on building relationships to produce highly effective teams, increasing productivity, and improving outcomes. Individual dedicated to self-reflection and personal improvement who consistently exceeds performance metrics.

View a portfolio of my work at www.bhavinjpatel.net and www.github.com/bhavinjpatel

EDUCATION, CERTIFICATIONS, & TECHNICAL SKILLS

Bachelor of Science – Computer Science – *Loyola University Chicago (Expected 2023)*

Bachelor of Science – Biology – *Loyola University Chicago (Expected 2023)*

Certified: *AWS Solutions Architect (Expected May 2022), Cisco CNNA (Expected May 2022)*

Technical Skills: *Java, DNS, TCP/IP, HTTP, SSL, FTP, SQL, WordPress, C++, Python, Bash, JSON, EC2, S3, CURL*

CORE COMPETENCIES

♦ Network Maintenance	♦ Systems Engineering	♦ Cloud Infrastructure
♦ Access Management	♦ Mobile Software Development	♦ User Training & Support
♦ Database Programming	♦ Enterprise Administration	♦ Process Improvement

PROFESSIONAL EXPERIENCE

CVS Pharmacy   *2017 – 2021*

Senior Certified Pharmacy Technician (2019 – 2021)

Certified Pharmacy Technician (2017 – 2019)

- ♦ Oversaw the successful administration of 500 prescriptions a day, spearheading a portfolio of on-site process IT process optimizations, including pharmacy network support and RxConnect support.

- ♦ Deployed a series of in-house technical solutions, troubleshooting various hardware and software for the pharmacy network, reducing pharmacy downtime by 75% and saving the company $150,000 in lost revenue over 4 years.

- ♦ Led a cross-functional team of 4 pharmacy technicians, overseeing onboarding and KPI management, increasing staff retention by 25% and reducing onboarding time by 50% ($20,000 labor savings).

- ♦ Spearheaded a major process improvement initiative for medication storage and tracking, revamping the inventory database and procedures to decrease order completion time by 20% and reduce waste by 90% ($500,000/yr savings)

SPECIAL PROJECTS

See more at www.bhavinjpatel.net and Github: bhavinjpatel

HTTP Packet Analysis – *Utilized Wireshark filters and tools to analyze traffic – 23,962 packets recorded*

Linux Traffic Control Project – *Mininet on a Lubuntu VM commanding Linux HTB to set bandwidth/delay*

BGP Route Hijacking and Anycast – *Demonstrated having two nodes with same IP address without conflict*

Mininet Project – *Ran 3 experiments on suitable network configurations*

HTTP/TLS Protocol Simulation – *Simulated web browser contact with webserver using protocol*

Comparing TCP Reno vs TCP Cubic – *Compared throughput & analyzed for various bandwidth/queue sizes*