

Bhavika Patel

Front-End Developer | Scrum Master | Systems Analyst

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EXPERIENCE

Systems Analyst & Scrum Master, Fidelity Investments

Enterprise Infrastructure | Enterprise Data Transfer | Cloud System Services *January 2019 - Present, Durham NC*

- Utilized strong communication skills and worked directly with business partners to elicit requirements to onboarded external Fidelity clients and to fulfill various cloud service requests.
- Successfully led the effort of implementing agile principles and artifacts into our daily practices which resulted in 50% higher throughput, by driving efficiency, holding peers accountable, bringing clarity to the team's work and communicating with stakeholders.
- Documented the cloud service team support processes with instructional details for our external partners to effectively share knowledge and guide them through self-service tools.
- Actively providing support and triage for production incidents regarding server connectivity, environment stability, and cloud application deployments. Coordinated 7 high-volume cloud application installs to promote code into production, including collaboration and planning with the team and external partners
- Led the effort and provided build support for SFTP highway connections between Fidelity and clients to ensure secure data transfer for various products.
- Acted as Server Admin managing DOS scripts and processing code for the EDT Server

Systems Engineer Co-op, Lenovo Group Ltd.

Customer Experience Analyst *August 2017 - December 2017, Morrisville, NC*

- Maintained and measured the durability and longevity of systems in various conditions.
- Created system controls to remotely track data for Hardware & Software Decay.
- Engaged in a number of hands-on projects where it was critical to troubleshoot faulty hard drives by taking them apart, testing, reimage/reset to OOB and replacing necessary parts.
- Led a customer experience analysis study by purchasing Lenovo products from local "big-box" stores to test everything from the customer experience at the store to the performance of the machine.
- Conducted Quality Assurance testing for Lenovo's Star Wars™ Jedi Challenges - AR headsets before launch in November 2017.

PROJECTS *(Additional projects available in my [portfolio](#))*

BadBank

- HTML5, CSS, JavaScript, React
- Used React to build a front-end application that utilized routing, context, styles, parent-child components, state tracking, forms, and events handling
- Multi-page banking site that handles account creation, log-in verification, and transaction data

Smart Koozie Mobile App

- Java, Android Studio, Bluetooth API
- Developed an Android app that connected via bluetooth to our Smart Koozie device
- Collected data such as weight changes from the koozie and weather data from the user's location

SKILLS

HTML5 . CSS . JavaScript . Java . C
JSON . Agile . Scrum . DevOps
Wireframing . PL/SQL . Angular
Creative . Problem Solver . Collaboration

TOOLS

MongoDB . ExpressJS . React . NodeJS
Strapi . Postman . Express . Docker . Visual Studio Code
Git . Eclipse . Oracle SQL Developer . Tailwind . Figma
Jira . Datadog . GraphQL . AWS S3

EDUCATION

Massachusetts Institute of Technology *December 2021 - Present.*

- Professional Certificate in Coding - Full-Stack Development with MERN (Women's Cohort)

North Carolina State University *December 2018*

- Magna Cum Laude
- B.S. in Computer Engineering
- B.S. in Electrical Engineering

CERTIFICATES & TRAINING

Certified Scrum Master *November 2021*

- Scrum Alliance

AWS Cloud Practitioner Training *June 2020*

- Udemy