

EDUCATION

W. P. Carey School of Business, Arizona State University, Tempe, AZ

May 2026 (Expected)

Bachelor of Computer Information Systems

- Awards: New American University Scholarship

PROFESSIONAL EXPERIENCE

Technology Support Assistant, Arizona State University, Tempe, AZ

January 2023– Present

- Collaborate with 15+ professors to set up and maintain Cynap and Solstice software, boosting classroom technology readiness and increasing faculty satisfaction.
- Manage hardware inventory of over 2,000 items through Koha software.
- Onboard and train 6 new hires, facilitating smooth integration.
- Reconfigured classroom lab with 28 computer stations, dismantling and rebuilding systems, installing dual-monitor setups and optimizing cable management to enable departmental upgrades.
- Facilitate technical support for 500+ staff and students in SILC.
- Apply advanced troubleshooting to resolve Windows/macOS dual OS conflicts, ensuring cross-platform compatibility. Catalog 200+ resources using MARC records in Koha, improving inventory organization and accessibility.

Independent Developer —Fluere (Personal Project / SaaS prototype)

August 2025 - Present

- Architected and implemented a backend-first email-native client management system using **Node.js (TypeScript)**, **PostgreSQL**, **Bull + Redis**, and **OpenAI**, integrating Gmail and Trello APIs. Accomplishment statement (Task, Action, Result)
 - Built inbound email pipeline (Resend/SendGrid + mailparser) to parse forwarded emails and asynchronously create tasks and Trello cards via a job queue.
 - Developed client auto-detection/creation, email thread tracking, and follow-up detection (cron + urgency scoring), plus AI-generated suggested responses and daily summaries.
 - Added sentiment analysis and client health scoring to flag at-risk clients and power weekly client reports.
 - Delivered 40+ REST endpoints, 4 cron jobs, and 13+ DB tables (with indexes & migrations) — prepared for multi-tenant SaaS conversion.
 - Tech: TypeScript, Node, PostgreSQL, Redis, Bull, Resend/SendGrid, Trello API, Gmail API, OpenAI.
- (Note: this is an unpaid personal learning project; not a commercial engagement.)*

LEADERSHIP EXPERIENCE

Volunteer, Connecting International Communities, Arizona State University

March 2025 – Present

- Assisted in planning and executing **cultural, social, and community-building events** that promote cross-cultural engagement among international and domestic students.
- Helped with event setup and teardown, logistics coordination, and ensuring a welcoming and inclusive atmosphere for participants.
- Staffed information and tabling events, sharing resources about CIC programs and upcoming activities to increase student participation and awareness.
- Participated in **weekly general board meetings**, contributing ideas for event planning, outreach, and community initiatives.
- Strengthened **teamwork, communication, and intercultural collaboration** skills while supporting the organization's mission of connecting students through shared experiences.

SKILLS & ACTIVITIES

- **Languages:** English, Gujarati, Hindi
- **Computer Skills:** Java, Python, R, JavaScript, TypeScript, JavaScript
- **Technical Skills:** React.js, Node.js, HTML, CSS, RESTful API Development, SaaS Application Development, Backend Development, Database Management, Cloud Computing, Software Architecture, Object-Oriented Programming, Version Control (Git), Troubleshooting and Debugging
- **Data Visualization Tools:** Tableau, Power BI, Excel
- **Collaboration Tools:** Microsoft Office, Google Workspace, Agile Methodologies, Team Communication