NIYATI TRIVEDI

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EDUCATION

Pace University, Seidenberg School of Computer Science and Information Systems — New York, NY
Master of Science (MS) in Computer Science — May 2024

Pandit Deendayal Petroleum University
Master of Engineering (ME) in Electrical Engineering — May 2019

TECHNICAL SKILLS

Languages: Python, Java, JavaScript, SQL, HTML, CSS, Spring Boot, Linux, Kotlin
Tools/Platforms: Git, GitHub, Visual Studio Code, Jupiter, Firebase, Android Studio, SQL
Methodologies: OpenAI, Generative AI, Chat GPT4
Soft skills: Communication, Collaboration, Problem-solving, Time management, Adaptability

PROFESSIONAL EXPERIENCE

GAO Tek Inc., New York
Technical Support Intern — *August* 2023 - November 2023

- Boosted issue resolution by 80% through proficient troubleshooting of network, hardware, and software problems.
- Leveraged API expertise to streamline ticket resolution processes and enhance troubleshooting efficiency.
- Demonstrated proficiency in LAN and WAN technologies, ensuring smooth network operations.
- Deployed and maintained cutting-edge server hardware globally, optimizing performance and reliability.

OMEGA Elevator
Technical Support Representative — May 2020 – August 2022

- Led complex troubleshooting efforts to ensure uninterrupted data center operations.
- Tested and evaluated new hardware components to uphold performance standards.
- Installed and managed large-scale networking gear for seamless data flow.
- Collaborated on project teams, contributing insights and implementing contingency plans.
- Supported end-user activities and administered workstations using remote connection software, delivering prompt and effective assistance to enhance user productivity and satisfaction.

Abhay Induction
Assistant Design Engineer — July 2019 – April 2020

- Developed and implemented intricate PLC logic utilizing ladder logic using SCADA.
- Led PLC programming initiatives, ensuring seamless integration with the Allen-Bradly Platform
- Contributed to the development of software user testing manuals
- optimize system performance and reliability for Induction Furnace.

ACADEMIC PROJECTS

Bargain Hunters (Link) — January 2024 – May 2024

- Conceptualized the **'Bargain Hunter'** platform, driving a 35% surge in student financial gains through innovative second-hand trade and student lodging solutions.
- Engineered **Jenkins** and **AWS environment** on GitHub, leveraging OpenAI LLM models, reducing errors by 30%, and enhancing system reliability via **Jira Platform** integration.
- Integrated **API** for seamless third-party service integration, amplifying platform functionality, and enriched user experience, complemented by **React** for intuitive and engaging UI.

Food Save (Link) — January 2024 – May 2024

- Implemented a comprehensive Android application, FoodSave, addressing food wastage concerns by facilitating food donations and alerts for available food.
- Leveraged technologies such as Android Studio, Kotlin, and **Firebase**, along with integration of **Google Map APIs**.

Electric Vehicle Power Factor Correction Scheme for Electric Vehicle Charger — July 2018 – May 2019

- In this project, the main task was to minimize the total charging time of the Electric vehicle charger while maintaining the power factor nearer to unity (around 0.99)

ACTIVITIES AND CERTIFICATION

- ✓ Cloud Platform Virtual Work Simulation the Forage, **Verizon**
- ✓ Technical Support Fundamentals Certification**, Coursera**
- ✓ Active participant in **Google's Tec Makers Program,** fostering connections and embracing Google's culture
- ✓ Deepak Vyas, Niyati Trivedi, Praghnesh Bhatt, Vivek Pandya and Ajit Pujara, **"Future Challenges and Issues in Evolution of the Smart Grid and Recommended Possible Solutions"** 16th IEEE INDICON, Rajkot, India. Accepted for publication**. (Appeared in IEEE Xplore)**
- ✓ Completed **Tata skills development** E-course on **PLC, SCADA**