Bivek Kadel

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SUMMARY

Dedicated IT Support Specialist with more than 3 years of experience in hardware/software troubleshooting, ticket management, and user support across university systems. Skilled in diagnosing technical issues, maintaining high uptime, and improving workflows through automation using Google Apps Script.

EDUCATION

Caldwell University   Caldwell, NJ
Bachelor of Science in Computer Science, Minor in Business Analytics   *Dec 2025*

RELEVANT COURSEWORK

Operating Systems, Networking & Communication, Computer Architecture, Full Stack Development, Data Structures & Algorithms, UI/UX Design

EXPERIENCE

IT Support Specialist   Aug 2025 – Present
Collegis Education (On-site at Caldwell University)   *Caldwell, NJ*
- Provide on-site IT support and manage service tickets using **Cherwell Service Management**, coordinating with Collegis' remote team.
- Troubleshoot hardware, software, and network issues across 150+ systems, reducing resolution time by 35%.
- Maintain classroom AV reliability and computer uptime through scheduled maintenance.
- Assist in service performance tracking and end-user satisfaction improvements.

IT Support Specialist / Help Desk Technician   Sep 2022 – May 2025
Caldwell University   *Caldwell, NJ*
- Resolved 500+ faculty and student issues with a 99% resolution rate using **Kaseya BMS** for ticket creation and tracking.
- Handled 20–30 daily support requests through phone and email, logging and prioritizing tickets based on urgency and impact.
- Provided technical assistance for software installations, user accounts, and password resets across campus systems.
- Maintained and upgraded 100+ computers and 70 projectors, improving system reliability by 25%.

PROJECTS

IT Project Request Form Automation | *Google Apps Script, Google Sheets, Google Calendar* Academic Project – 2024
- Developed an automated **project scheduling and tracking system** for the university IT team using Google Apps Script.
- Integrated Google Forms, Sheets, and Calendar to streamline project request submissions from faculty and staff.
- Implemented smart scheduling logic that automatically checked for conflicting project dates and suggested available alternatives within 3 days before or after.
- Configured email automation to notify users and the CIO of request status, including conflicts or confirmations.
- Enabled automatic Google Calendar event creation for approved requests, helping IT track ongoing and upcoming projects efficiently.

TECHNICAL SKILLS

Troubleshooting & Support: System diagnostics, ticket escalation, hardware/software setup, AV systems, remote desktop tools
Operating Systems: Windows (10/11, Server), macOS, Linux (Ubuntu, Fedora)
Networking: TCP/IP, Wi-Fi configuration, router/switch setup, printer networking
Tools & Platforms: Cherwell Service Management, Kaseya BMS, Active Directory, EDRPlus, Visual Studio, VS Code, Git, MS Office Suite, Figma
Programming (Basic): Python, JavaScript, HTML/CSS, SQL

SOFT SKILLS

Excellent communicator with strong multitasking and prioritization skills. Team-oriented, patience, and detail-driven when assisting users. Quick to learn new technologies and adapt to evolving systems.