

PREET PATEL

Results-driven IT professional with 3+ years of experience in technical support, service management, and data analytics, with a strong focus on leveraging ServiceNow to enhance operational efficiency and user experience. Proficient in incident resolution, workflow automation, and reporting, with a proven ability to support cross-functional teams in fast-paced environments. Seeking opportunities where I can apply my technical and analytical skills to drive service excellence, support digital transformation, and contribute to innovative, process-oriented solutions.

Work Experience

Information Technology Support Specialist, UNC Health

Durham, NC, USA | Nov. 2024 - Apr. 2025

- Managed over 20+ daily service desk requests using ServiceNow, including HR service delivery, incident management, and knowledge base updates.
- Designed and implemented custom reports and dashboards in ServiceNow to track SLA compliance and incident resolution times.
- Resolved hardware, software, and network issues swiftly to minimize operational downtime.
- Contributed to the development of ITIL-based processes for enhanced service delivery effectiveness.

Senior Technical Support Specialist, Best Buy

Durham, NC, USA | Sep. 2023 - Apr. 2025

- Supervised and led a team of IT support specialists, ensuring compliance with service desk procedures and SLAs.
- Managed IT service requests, incidents, and escalations, resolving an average of 8+ technical issues daily.
- Collaborate with cross-functional teams to enhance IT service delivery and efficiency, contributing to a 15% increase in team performance.
- Created training materials and SOPs for onboarding new IT support specialists.

Web Developer & Programmer, Fusion Business

Apex, NC, USA | Mar. 2023 - Sept. 2023

- Designed visually appealing web pages through front-end development with HTML, CSS, and JavaScript.
- Enhanced infrastructure efficiency by 15% through the implementation of Azure DevOps and storage solutions.
- Conducted code validation to ensure proper structure, security, and compatibility across browsers and devices.
- Developed e-commerce sites using platforms like Shopify and Magento, including payment gateway integration.

Contact

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Skills

Technical Skills

- **Platforms and Tools:**
ServiceNow, Azure DevOps, Git, AWS, Visual Studio, Microsoft Office, Adobe Suite
- **Languages and frameworks:**
Python, SQL, C#, JavaScript, HTML/CSS, React, Angular, .NET
- **Analytics and Reporting:**
Tableau, Power BI, Excel, Oracle, Data Analytics, and Reporting
- **Systems and Administration:**
Linux, Windows/macOS, Network and Security Admin, Hardware and Software Support

IT Services and Support

- IT Service Management, Incident and Problem Management, SLA Management
- Ticketing systems (ServiceNow, KACE), ITIL best practices, and technical troubleshooting
- Process optimization, customer support, performance improvement

Professional Skills

- Leadership, team collaboration, training and mentorship, public relations
- Communication, critical thinking, creativity, and attention to detail

IT Support Technician, University of Southern Indiana

Evansville, IN, USA | May 2021 - May 2022

- Provide technical support and troubleshooting for hardware, software, and database-related issues.
- Manage SQL databases, ensuring optimal performance and security.
- Conduct thorough testing and debugging, increasing code quality by 24%.
- Develop and maintain web applications, implementing security and optimization features.

Projects

HR Service Automation Portal, ServiceNow

- Created a custom HR dashboard for SLA tracking, workload management, and reporting for HR leadership.

E-commerce website development

- Designed and developed a comprehensive e-commerce platform featuring a product catalog with categories, filters, and search functionalities to improve user engagement by 11%.

Play Chess with AI

- Developed an interactive chess game using Python and machine learning techniques, allowing users to play against an AI opponent.

Educational Background

Bachelor of Science in Computer Science

University of Southern Indiana
Indiana, USA | Aug. 2018 - Dec. 2022

- Minor in Mathematics

Certification/Short Courses

- ServiceNow Developer and Admin Fundamentals
- ServiceNow Certified System Administrator (CSA)
- ServiceNow HR Implementation Specialist
- AssistNow (ServiceNow Virtual Agent Studio) – basic experience with configuration and training modules
- Apple Certified Technician
- Dell Certified Technician

Languages

- English (Proficient)
- Hindi (Proficient)
- Marathi (Proficient)
- Gujarati (Proficient)