Dhairya Patel

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EDUCATION

University of Massachusetts Boston   **Anticipated May 2026**

Major – BS in Information Technology | **Minor** – Computer Science and Management

RELEVANT COURSEWORK

- Windows System Admin – User and Domain management; file systems; PowerShell; Windows OS security
- Network Security Admin – Firewalls; VPN; intrusion detection; cryptography; incident response
- Project Management – Project planning; Microsoft Project; business case development

SKILLS

- Technical - Microsoft Office 365; Service Now; Windows and Mac OS; Python; HTML & CSS
- Security - Phishing Detection; Security Hardening; SIEM Fundamentals; GDPR; HIPAA; Network Security
- Management – Teamwork and Leadership; Critical Thinking; Problem solving; Public Speaking; Multi-Tasking

CERTIFICATE

Cybersecurity Awareness: Cybersecurity Terminology
IT Security Foundations: Operating System Security
Google Cybersecurity Professional Certificate (In Progress)
CompTIA Security+ (In Progress)

WORK EXPERIENCE

IT Scheduling Coordinator   **May 2024 – Nov 2024**
University of Massachusetts Boston, IT Services
- Managed schedules for 16-20 students across 3 departments, ensuring **100% coverage** and **operational efficiency**.
- Coordinated **cross-department communication** to align resources and reduce scheduling conflicts by 30%.
- Adapted quickly to last-minute changes, demonstrating **problem-solving** and **time management skills**.

IT Support Specialist   **Jun 2021 – Present**
University of Massachusetts Boston, IT Services
- Resolved **over 2100 technical issues** with a **98% resolution rate**, improving user experience.
- Strengthened security by implementing **2FA** for over 500 users, reducing unauthorized access risks.
- Assisted in password resets and account verification in **Active Directory**, ensuring smooth access.
- Delivered step-by-step troubleshooting, showcasing **patience** and **effective communication skills**.
- Maintained **detailed documentation** of issues, improving resolution efficiency for future cases.

PROJECT

Password Strength Checker Project (GitHub)
- Build a Python tool that evaluates **password security**, ensuring compliance with best practices.
- Integrated **real-time feedback**, improving user awareness of strong password creation.

QR Code Resume Tracker (GitHub)
- Developed a **Flask web app** that tracks recruiter engagement through a resume QR code.
- Deployed the app on **Render** to make it accessible 24/7 without local hosting.
- Logged recruiter name, company, IP address, and timestamp using server console output.

VOLUNTEER & LEADERSHIP EXPERIENCE

Empowerment Sales Representative, Blind People's Association   **Sep 2018 – Dec 2019**
- Facilitated the **marketing and sale** of artisanal products crafted by visually impaired individuals within the **community**.
- Led **fundraising initiatives** which directly benefiting the **Blind Association**.

Vice President, Hindu YUVA   **Jan 2025 – Present**
- Supported the executive board with submitting budget proposals and **coordinating planning tasks.**
- Help **organize student events**, including handling venue bookings, decorations, and event logistics.