Dhairya Patel

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EDUCATION

University of Massachusetts Boston   **Anticipated May 2026**

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

SKILLS

- Technical Skills - Microsoft Office 365; Active Directory; Service Now; Incident Response; Fundamentals of operating systems (Windows and Mac); C++; Python Scripting; HTML & CSS
- Security Skills - Phishing Detection; Two-Factor Authentication (2FA); Information Security; Security Hardening; SIEM Fundamentals; GDPR; HIPAA; Security Awareness Training, Network Security
- Analytical Skills – Calculus; Statistics; Creating Detailed Documentation, Management

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   **June 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.
- Provided 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)
- Developed a Python tool that evaluates password security, ensuring compliance with best practices.
- Integrated real-time feedback, improving user awareness of strong password creation.

Autocomplete Project
- Implemented an autocomplete feature for a given set of strings and non-negative weights using java.
- Designed an algorithm to efficiently find and list all strings in the set that start with a given prefix, sorted in descending order of weights.
- Tested and debugged the system to ensure accuracy and reliability under various scenarios.

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.

- Management Skills – Teamwork and Leadership; Attention to Detail; Well- Organized; Critical Thinking; Problem solving; Public Speaking; Multi-Tasking; Written & Verbal Communication; Cross-Functional