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| **Nehal Patel**Technology Management | [patelnehal227@gmail.com](mailto:patelnehal227@gmail.com) • (203) 443-7312• Meriden, CT 06450 | |
| Recent graduate with a bachelor’s degree in technology management, equipped with strong analytical skills and a demonstrated ability to learn and apply new techniques efficiently. A dynamic, results-driven professional with hands-on experience in hardware troubleshooting, Windows systems, and technical customer support. Adaptable professional with experience in both technical troubleshooting and physical inventory handling, comfortable working in dynamic IT and warehouse environments. Eager to contribute technical knowledge and cross-functional collaboration skills to support engineering documentation, system lifecycle management, and project coordination. Proven ability to thrive in fast-paced, detail-oriented environments through both academic and professional experiences. | | |
| **Skill Sets** | | |
| * Hardware Support and Troubleshooting * Windows 10 Configuration * Desktop Support and Imaging | * Desktop and Remote Support * Time Management and Organized * Networking Fundamentals | * MS Office Efficient * Diagnostic Techniques * Customer Service Excellence |

## **Professional Experience**

### Town & Country Spirit Shop, Meriden, CT

### Cashier January 2019 – September 2025

* Troubleshoot POS systems and optimize computer components for smooth operations.
* Integrated Wireless POS system using a portable computer to enhance and increase the speed of cashing out customers.
* Tracked and analyzed sales data and inventory using digital systems, ensuring operational accuracy.
* Liaised with vendors and sales reps to manage supply continuity and mitigate low-stock risk like obsolescence tracking processes.

### Dunkin Donuts, Wallingford, CT

### Crew Member October 2018 — January 2019

* Worked efficiently in a fast-paced environment, preparing food items and operating kitchen equipment.
* Provided exceptional customer service, guiding customers through the ordering process.

### Subway, Berlin, CT

### Sandwich Artist Jun 2017 — August 2018

* Delivered high-quality customer service during busy periods, ensuring customer satisfaction.
* Managed food preparation and maintained cleanliness following company standards.

### Diagnostic Oncology, CRO**, Oxford, CT** Technical Intern   August 2025

* Configured and set up computer systems to ensure reliable performance and usability.
* Streamlined cable management and optimized workspace layout for improved efficiency and appearance.
* Assisted in installation and setup of lab equipment, enhancing accessibility and ease of use for team members.
* Contributed to creating an organized and user-friendly technical environment through hands-on support.

**Cognizant, New York, NY**  
**IT Lab Technician (Contract)** September 2025 – Present

* Troubleshot computer hardware and software issues to ensure minimal downtime and smooth operations.
* Installed and configured software applications according to company standards and user requirements.
* Assisted with basic network setup and connectivity issues in the IT lab environment.
* Utilized a ticketing system to track, prioritize, and resolve technical support requests efficiently.

## **Education**

### Bachelor’s in Technology Management

Central Connecticut State University, New Britain, CT, 2025

GPA 3.5

***Relevant Coursework:***

* ***CET 229 - Computer Hardware Architecture***
  + ***Explores internal PC components; aligns with parts analysis.***
* ***CET 236 - Circuit Analysis***
  + ***Foundational for understanding electronic obsolescence and replacements.***
* ***CET 243 - Analog Electronics I***
  + ***Applies to systems troubleshooting and hardware evaluations.***
* ***CET 249 - Introduction to Networking Technology***
  + ***Supports system configuration and diagnostics.***
* ***CS 151 & CS 152 - Computer Science I & II***
  + ***Logical thinking and structured problem-solving.***