

## EXPERIENCE

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### Tata Consultancy Services

Baytown, TX  
**July 2024**

- Executive Support - Contractor for ExxonMobil
- Closed 15+ tickets daily using ServiceNow, maintaining 100% on SLA metrics regarding ticket resolution quality, user satisfaction, and response timeframes.
  - Provided onsite technology support for 5,000+ users across the Baytown plant and offices, including high-stakes environments like control centers and critical operational areas.
  - Served as the primary contact for local IT issues, troubleshooting hardware, software, network, and AV systems while ensuring exhaustive documentation for cross-team resolution.
  - Managed device lifecycles by deploying and configuring iOS and Windows devices via Microsoft Intune, overseeing access policies and secure authentication for a massive user base.
  - Facilitated site-wide onboarding by provisioning accounts and delivering specialized training on IT systems and AV tools to ensure seamless integration for new hires.
  - Contributed to business continuity by participating in cybersecurity drills and response events, reducing risk likelihood across the Baytown site's critical infrastructure.

### University of Houston Sugarland

SugarLand, TX  
**November 2022**

#### IT Support Specialist

- Managed IT support operations using the KACE ticketing system, monitoring support channels, managing ticket queues, and resolving technical issues.
- Set up and imaged computers for staff and labs according to university policies, ensuring operational readiness and compliance.
- Created and used Bash scripts to resolve widespread software and driver related issues in campus computer labs, improving efficiency and reducing downtime.
- Provided AV and Microsoft Teams support for classrooms and staff, assisting with configuration, troubleshooting, and training.
- Assisted with device setup, imaging, and support for new users and university events, while tracking and maintaining IT equipment inventory.
- Troubleshoot and supported macOS devices including iMacs and MacBooks, resolving hardware, software, and access-related issues for campus users.
- Assisted in the design and planning of an esport style gaming room at the Sugarland campus, contributing computer hardware specifications and layout recommendations.

## EDUCATION

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### University of Houston

Houston, TX

Bachelor of Science in Computer Information Systems

## PROJECTS

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### Portfolio Website – ParthLad.net

**December 2023**

- Built and deployed a personal web portfolio using React, styled with Emotion and Material-UI, as a hands-on project to deepen understanding of front-end development frameworks and design systems

## SKILLS

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- **Web Development:** HTML5, CSS3, JavaScript, Python, Flask, Django, Vue.js, Node.js, React
- **Operating Systems and Virtualization:** Windows, macOS, Linux, VMware, Hyper-V
- **Device Management & Imaging:** Microsoft Intune, KACE, Bash, PowerShell
- **Tools:** Microsoft Office 365, SharePoint, Wireshark, Nmap, Shopify, Jira, ServiceNow
- **AV & Collaboration Platforms:** Microsoft Teams, Zoom, Crestron, Extron
- **Cloud Platforms:** AWS, Azure, GCP