

EXPERIENCE

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 esports style gaming room at the Sugarland campus, contributing computer hardware specifications and layout recommendations.

EDUCATION

University of Houston

Houston, TX

Bachelor of Science in Computer Information Systems

PROJECTS

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

- **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