Vrunda Patel

IT Technician

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An enthusiastic graduating student seeking to start a career in IT, Software Development, or related field with experience as IT Technician in OCIS helpdesk/desktop support, management, and service. Detail-oriented student, willing to constantly learn and contribute to team success through hard work.

Key Skills

- Java
- HTML/CSS
- GitHub
- UI/UX Design
- NetBeans
- Visual Studio Code
- Eclipse
- WordPress
- Canva
- Management
- Problem Solving
- Troubleshooter
- Time Management
- Android Studio
- Putty

Professional Experience

IT Technician
Kean University | October 2021 - Present

-Work from ticket queue to complete work orders in a timely manner to meet department and user service objective
-Responded to requests for technical assistance in person via phone and remotely fo the following technologies: Windows and Mac OS-based endpoints (Laptops and Desktops), Tablets & Smartphones (IOS &Android), and Microsoft Office
-Assisted users having hardware, software, and networking issues
-Installing and configuring hardware and software
-Maintained confidentiality and discretion when working with passworded or sensitive materials
-Diagnosing and repairing faults
- Talking to customers through a series of actions to resolve a problem,
-Following up with clients to ensure the problem is resolved
- Resolved trouble tickets 35% faster than other desktop support technicians
-Proactively participated in weekly team meetings with senior manager

Manager
Manyavar | May 2017 - October 2021

- Exceeded annual sales forecast by $125,000 in the first year as store manager
-Plan and implement all seasonal floorsets to ensure they meet company standards and deadlines
-Tracked and analyzed sales and customer trends in order to maximize sales
- Provided vital service to customers, increasing customer loyalty, and ensuring a high rate of repeat customers
-Maintained store staff by recruiting, selecting, orienting, and training employees
-Maintained store staff job results by coaching and counseling, planning, monitoring, and appraising job results
-Responsible for Sales Analysis, Sales Audit, and finalization of Inventory

Education

Bechalors in Information Technology
Kean University at Union, NJ | January 2021 - Present
GPA 2.5   (May 2023)

Associates of Science in Interface Design & Web Development
Raritan Valley Community College at Branchburg, NJ | September 2017 - May 2020

RELEVANT COURSEWORK

Computer System	Technical Writing
Digital Circuit & system	Applied Statistics
Discrete Structure	IT Data Structures
Computer Programming	Network Technology
IT Project Management	Principles of Management
Networking Essesntials	Intro to Unix/Linux
Web Client-Side Programming	