

Kush Patel

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EDUCATION

Master of Science, Information Systems (9 credits completed)	Aug 2024-May 2025
University of Maryland, Baltimore County	Baltimore, MD
Bachelor of Science, Major Information Systems, Minor in Health, Wellness & Aging	Aug 2021-May 2024
University of Maryland, Baltimore County	Baltimore, MD
<ul style="list-style-type: none">○ Honors: <i>Cum Laude, Dean's list 3x</i>○ Relevant Coursework: Markup and Scripting (MySQL, PHP, HTML & CSS & JavaScript), Computer Science II (Python, C++), Advanced Database Projects (SQL), Network Design and Management, Ethical Issues in IS	

SKILLS AND CERTIFICATIONS

- **Certifications:** Microsoft Certified: Azure Fundamentals (**AZ-900**) (June 2024), Intro to Splunk (2024), Mastercard Cybersecurity Virtual Experience Program on Forage (2024)
- **Languages:** Java, Python, C/C++, SQL, JavaScript, HTML/CSS, PHP
- **Developer Tools:** Visual Studio Code, Microsoft Office (Excel, Word, PowerPoint), Google Workspace, MySQL, Git
- **Operating Systems:** Microsoft Windows, macOS, Linux

WORK EXPERIENCE

IS&T Helpdesk Specialist Intern	Oct 2023- Present
University of Maryland Medical System	Baltimore, MD
<ul style="list-style-type: none">○ Troubleshooted and resolved standard IT issues related to AD, PC/Laptop/Mobile, printers, software, hardware, network connectivity, and databases via phone or remote support.○ Demonstrated ability to work within a team and handle mission-critical tasks through participation in special projects, such as implementations and go-live activities.○ Coordinated the seamless transition from Cherwell to ServiceNow, a renowned IT service management platform, ensuring a smooth shift in service management systems. And the implementation of Infor software.○ Investigated and resolved user lockout issues by utilizing ADAudit to analyze account activity	
Student Consultant Intern	Jun 2022 – Oct 2023
University of Maryland, Baltimore County	Baltimore, MD
<ul style="list-style-type: none">○ Coordinated with students in resolving the issues related to the payment of their fees, interim course transcripts, and course registration.○ Perform troubleshooting techniques over the phone and via the ticket system to identify and resolve technical issues employing analytical skills.	
Outreach Intern	Feb 2022-May 2022
Hope Presbyterian Church	Baltimore, MD
<ul style="list-style-type: none">○ Boosted community outreach by 20% through strategic marketing and targeted outreach efforts.○ Managed social media marketing, updating platforms like Facebook and the church's webpage.○ Led project management initiatives, coordinating activities and community events for the church, and securing business sponsors.	

PROJECTS

Oracle Database Project PL/SQL	Dec 2023
<ul style="list-style-type: none">○ Led the design and implementation of an Oracle database schema for an online marketplace.○ Integrated optimized PL/SQL procedures for Agile-driven development sprints, enhancing product management and customer transaction efficiency.	
Cipher Project C++	Apr 2022
<ul style="list-style-type: none">○ Designed and implemented three encryption algorithms (Caesar, Rail Fence, and Omg ciphers) using Object-Oriented Programming principles, providing versatile and secure methods for encrypting and decrypting messages with customizable features.	
Wordle Project C++	Mar 2022
<ul style="list-style-type: none">○ Developed a console-based game board and implemented game rules to generate colored output.○ Utilized Random Number Generation for varied game instances from a data input file containing 12,000+ valid words.	