

Kush Patel

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EDUCATION

Master of Science, Information Systems

Aug 2024-May 2025

Bachelor of Science, Major Information Systems, *Minor in Health, Wellness & Aging*

2021- 2024

University of Maryland, Baltimore County

Baltimore, MD

- **Honors:** *Cum Laude, Dean's list 3x*
- Relevant Coursework: **Computer Science**, Advanced Database Projects (**SQL**), Markup and Scripting, LAN Management Using **UNIX**, Data Analytics for **Cybersecurity**

SKILLS

Languages: Java, Python, C/C++, MYSQL/SQL, JavaScript, HTML/CSS, PHP

Tools: GitHub, Jupyter Notebook, Google Collab, VsCode, Microsoft Office (Excel, Word, PowerPoint), Google Workspace, macOS, Linux

CERTIFICATIONS

- **CompTIA Security+ (SY0-701)** Sept 2024
- **Microsoft Certified: Azure Fundamentals (AZ-900)** Jun 2024
- Intro to Splunk, Mastercard Cybersecurity Virtual Experience Program on Forage May 2024

WORK EXPERIENCE

IS&T Helpdesk Specialist Intern

Oct 2023- Present

University of Maryland Medical System

Baltimore, MD

- 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.
- Spearheaded the transition from Cherwell to **ServiceNow**, streamlining IT service management processes for enhanced efficiency. 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

- Orchestrated the troubleshooting and resolution of technical issues for students regarding course registration, fee payments, and transcripts through a ticketing system.
- Performed troubleshooting techniques over the phone and via the ticket system to identify and resolve technical issues employing analytical skills.

Outreach Volunteer

Feb 2022-May 2022

Hope Presbyterian Church

Baltimore, MD

- Led community outreach efforts that resulted in a 20% boost in engagement through targeted social media and marketing campaigns.
- Directed project management initiatives for community events, including securing sponsorships and outreach activities.
- Revamped the church's social media presence, facilitating better communication and engagement through updated platforms like Facebook and the website.

PROJECTS

Oracle Database Project | PL/SQL

Dec 2023

- Integrated optimized PL/SQL procedures for **Agile-driven development sprints**, enhancing product management and customer transaction efficiency.

Cipher Project | C++

Apr 2022

- Designed and implemented **three encryption algorithms** (Caesar, Rail Fence, and One-time pad) using **Object-Oriented Programming principles**, providing versatile and secure methods for encrypting and decrypting messages with customizable features.

Wordle Project | C++

Mar 2022

- 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.