Kush Patel

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SKILLS

Languages: Java, Python, C/C++, MYSQL/SQL, JavaScript, HTML/CSS, PHP, Scripting (Bash, PowerShell, Python)
Tools: **Git**, AWS (EC2, S3, Lambda, IAM), Azure, **VS Code**, Google Colab, Jupyter Notebook, Microsoft Office (Excel, PowerPoint)
Operating Systems: Linux (Kali Linux, CentOS, Rocky Linux), Windows, MacOS
Certifications: CompTIA **Security+** (SY0-701), **Microsoft Certified:** Azure Fundamentals, **CodePath** Intermediate Cybersecurity, Intro to **Splunk**, Vulnerability Management Detection and Response **Qualys**, Mastercard Cybersecurity Virtual Program on Forage

WORK EXPERIENCE

IT Application Access Control Security Specialist   *Jan 2025- Present*
University of Maryland Medical System   Baltimore, MD
- Managed identity and access provisioning for over 500 customers, vendors, and contractors each month, including handling high-priority terminations and credential management, ensuring 100% compliance with security policies and SLA requirements.
- Automated access workflows utilizing **PowerShell** scripts, decreasing provisioning time by 80% and enhancing efficiency in managing Active Directory Organizational Units (OUs) and groups.
- Streamlined **ServiceNow** access management processes, including VIP escalations and emergency requests, by implementing automated validation checks and approval workflows while upholding strict security protocols.

IS&T Helpdesk Specialist   *Oct 2023- Jan 2025*
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, supporting up to 50 tickets daily.
- Spearheaded the transition from Cherwell to **ServiceNow**, streamlining IT service management processes for enhanced efficiency. And the implementation of **Infor software**.
- Assisted in maintaining secure access controls and user permissions through **Active Directory** management.

Student Consultant   *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
- 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

Insider Threat Detection Using Machine Learning | *Python*   **Dec 2024**
- Designed and implemented a machine learning-based solution to detect and mitigate insider threats using the dataset.
- Conducted **data preprocessing** and **feature engineering**, including anomaly detection based on email size, recipient count, and activity timestamps.

Oracle Database Project | *PL/SQL*   **Dec 2023**
- Integrated PL/SQL procedures for **Agile-driven development sprints**, enhancing product management and customer transaction efficiency.

EDUCATION

Master of Science, Information Systems
University of Maryland, Baltimore County   Baltimore, MD
- Relevant Coursework: Data Analytics for **Cybersecurity, Computer Science,** Advanced Database Projects (**SQL**), LAN Management Using **UNIX, Cloud Computing & Resource Mgmt**. (AWS, GCP, and Azure, Infrastructure as Code (IaC) and serverless solutions using Python and Terraform), Cyber Warfare, Cybercrime Investigations (computer forensics procedures and cybercrime investigation methodologies, chain of custody)