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
- o *Honors: Cum Laude, Dean's list 3x*
- o 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

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

WORK EXPERIENCE

IS&T Helpdesk Specialist Intern   *Oct 2023- Present*
University of Maryland Medical System   Baltimore, MD
- o Troubleshooted and resolved standard IT issues related to **AD**, PC/Laptop/Mobile, printers, software, hardware, network connectivity, and databases via phone or remote support.
- o Demonstrated ability to work within a team and handle mission-critical tasks through participation in special projects, such as implementations and go-live activities.
- o 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**.
- o 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
- o Coordinated with students in resolving the issues related to the payment of their fees, interim course transcripts, and course registration.
- o 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
- o Boosted community outreach by 20% through strategic marketing and targeted outreach efforts.
- o Managed social media marketing, updating platforms like Facebook and the church's webpage.
- o Led project management initiatives, coordinating activities and community events for the church, and securing business sponsors.

PROJECTS

Oracle Database Project | *PL/SQL*   *Dec 2023*
- o Led the design and implementation of an Oracle database schema for an online marketplace.
- o Integrated optimized PL/SQL procedures for **Agile-driven development sprints**, enhancing product management and customer transaction efficiency.

Cipher Project | *C++*   *Apr 2022*
- o Designed and implemented three encryption algorithms (Caesar, Rail Fence, and Ong ciphers) using **Object-Oriented Programming principles**, providing versatile and secure methods for encrypting and decrypting messages with customizable features.

Wordle Project | *C++*   *Mar 2022*
- o Developed a console-based game board and implemented game rules to generate colored output.
- o Utilized Random Number Generation for varied game instances from a data input file containing 12,000+ valid words.