

# NISCHIT SHAH

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## EDUCATION

### Northeastern University

Boston, MA

#### *Bachelor of Science in Information Technology*

May 2020

Honors/Awards: Dean's List(2018, 2019), Lowell Institute Scholarship

**GPA: 3.8/4.0**

Activities: Computer Science Mentoring Organization; Entrepreneurs Club; Virtual Reality Organization

Relevant Courses: Networking Foundations, Principles of System Analysis, Operating System Concepts, IT Project Management

## TECHNICAL SKILLS

<b>Software:</b>	JIRA, Zendesk, Visual Studio, POS Sales, SQL Server Management Studio, Confluence, Git, ServiceNow
<b>Certifications:</b>	AWS Certified Cloud Practitioner(2020), Microsoft Technology Associate: Python Programming(2019)
<b>Languages:</b>	Python, Java, SQL, C#
<b>Platforms:</b>	Windows, Linux, macOS
<b>Web Technologies:</b>	HTML5, CSS3, JavaScript, WordPress, Wix
<b>UI/UX Design Tools:</b>	Balsamiq, Axure, Justinmind
<b>IT Fundamentals:</b>	Installation, Upgrade, Troubleshooting, Configuration, Backup Management, End User Support

## RELEVANT EXPERIENCE

### ZeroNorth Inc.

Boston, MA

#### *Technical Support Engineer*

June 2020 – Present

- Create and respond to support tickets submitted by customers in accordance with Service Level Agreement
- Analyze call logs to spot common trends and underlying problems
- Document knowledge-based articles and moderate community forum for customers to solve questions on their own

### Northeastern University, Department of Electrical and Computer Engineering

Boston, MA

#### *Undergraduate Research Assistant*

January 2020 – May 2020

- Developed text user interface for embedded system with menu options, dedicated to file navigation and calculations
- Gathered experimental data through field surveys required for documentation and assisted in lab analysis for report submission
- Compiled lists of potential research subjects in accordance with programmable Internet of Underwater Things

### Northeastern University, Information Technology Services

Boston, MA

#### *Customer Experience Technician*

August 2018 – May 2020

- Answered Helpdesk extension to facilitate account login and network registration support of students and staff
- Prompted reception of 1000+ walk-in clients to deliver customer service in solving client requests
- Managed printers located throughout campus area and monitored classrooms to ensure all technology functioned correctly

### AIR Worldwide Corporation

Boston, MA

#### *Software Technical Support Co-Op*

January 2019 – June 2019

- Performed software installations, upgrades and troubleshooting of AIR software products for the internal environment
- Assembled 30+ virtual machine libraries with AIR software products using Remote Desktop Manager
- Collaborated with Software Quality Assurance to perform routine testing on sprint versions of AIR software and identify bugs

## ACADEMIC PROJECTS

### *Website Design and Creation*

January 2020 – May 2020

- Proposed visual layout of K-12 school website using wireframes based on project specification
- Incorporated HTML5/CSS3/JS to convert website layout into functional content that addressed user requirements

### *Functional Database for Hospital Management System*

September 2019 – December 2019

- Applied SQL concepts to integrate all information related to hospitalization records in a database
- Created data model with adherence to business requirements using data manipulation and data description language

### *Competitive Search Engine Optimization*

January 2019 – May 2019

- Evaluated e-gifting platform in terms of SEO and contents comprising of blogs and messaging on the website
- Defined branding, marketing, promotions, social media strategy, and recommended necessary homepage changes

### *Human Computer Interaction*

September 2018 – December 2018

- Designed user interface for restaurant point of sale system specifying employee roles
- Moderated group discussions on how data visualization impacts user understanding on behalf of usability information