**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

**Software:** JIRA, Zendesk, Visual Studio, POS Sales, SQL Server Management Studio, Confluence, Git, ServiceNow

**Certifications:** AWS Certified Cloud Practitioner(2020), Microsoft Technology Associate: Python Programming(2019)

**Languages:** Python, Java, SQL, C#

**Platforms:** Windows, Linux, macOS

**Web Technologies:** HTML5, CSS3, JavaScript, WordPress, Wix

**UI/UX Design Tools:** Balsamiq, Axure, Justinmind

**IT Fundamentals:** 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