

# Nishaben Anilbhai Patel

Adelaide 5000 SA

## CAREER OBJECTIVE

Motivated IT Support Analyst with hands-on experience in ServiceNow ticketing, SLA-driven issue resolution, and end-user support across Windows, Office 365, and Active Directory. I am skilled in troubleshooting hardware, software, and network issues, performing account management, system configuration, and onboarding support. Customer-focused and adaptable, with strong communication and problem-solving skills, committed to delivering efficient technical support and enhancing end-user satisfaction in fast-paced environments.

## TECHNICAL SKILLS

- **IT Support & Tools:** ServiceNow, Jira, Microsoft Project, GitHub, Technical Documentation, User Guides, Support Ticket Management
- **Operating Systems:** Windows (advanced user and support), Linux (basic experience)
- **Networking & Cybersecurity:** Network configuration and troubleshooting, basic Cisco knowledge, firewalls, intrusion detection, security protocols
- **Database Management:** MS SQL Server (queries, stored procedures, data manipulation), MySQL, SQL-based reporting and analysis
- **Programming & Web Development:** C#, Python, Java (basic), JavaScript, HTML, CSS, .NET web development, REST/SOAP integration
- **Software Development Lifecycle:** Full SDLC, Agile methodologies, software design, coding, unit testing, application lifecycle management
- **Analytical & Problem-Solving:** Complex troubleshooting, root cause analysis, solution design

## EDUCATION

### Professional Year

Mar 2025 - Present

Performance Education, Adelaide, Australia

*Key Subjects: Australian Business Culture and Environment, Achieving Career Success, Australian Workplace Skills and Professional Business Communication*

### Master of Information Technology

Sep 2023 - Mar 2025

Kaplan Business School, Adelaide, Australia

*Key Subjects: Networking, cybersecurity, and digital forensics, database management, IT project management, and UX design*

### Master of Science - Physics

Jul 2017 – Mar 2019

Hemchandracharya North-Gujarat University, Patan, Gujarat, India

*Key Subjects: Mechanics, electromagnetism, quantum theory, advanced mathematical and analytical skills*

### Bachelor of Science - Physics

Jul 2014 - Mar 2017

Hemchandracharya North-Gujarat University, Patan, Gujarat, India

*Key Subjects: Core physics concepts, optics and thermodynamics, gaining strong analytical and laboratory skills*

## CERTIFICATIONS

- Deloitte Australia- [Cyber Job Simulation](#), [Data Analytics Job Simulation](#), [Technology Job Simulation](#)
- [ServiceNow: Basic Administration](#)

## UNIVERSITY PROJECT

**Strategic IT Solution for Apple Inc.'s Global Supply Chain & Compliance Challenges** Nov 2024 – Mar 2025

Kaplan Business School, Adelaide, SA

<b>Objective:</b>	To analyse Apple's supply chain risks from supplier dependence, semiconductor shortages, and regulatory pressures, and develop an IT solution model to improve resilience and compliance
<b>Tools:</b>	Data analysis, SDLC principles, strategic problem modeling, industry research.
<b>Duties:</b>	Independently researched supply chain and regulatory challenges, analysed impacts, and created a data-driven problem statement and IT strategy model
<b>Outcome:</b>	Produced a strategic model supporting IT solutions for improved operational flexibility and compliance, presented findings via report and class presentation
<b>Result:</b>	Obtained Distinction

## Spectral Signature of Various Objects by Remote Sensing & GIS

Dec 2018 – Mar 2019

Bhaskaracharya Institute for Space Applications and Geo-informatics, Gujarat, India

<b>Objective:</b>	To analyse spectral signatures of natural and man-made objects using remote sensing and GIS, creating detailed village-level geo-spatial databases to support multi-sector planning and land use monitoring over 20 years.
<b>Tools:</b>	ArcGIS, QGIS, SQL databases, satellite imagery, remote sensing techniques, survey maps, planning documents.
<b>Duties:</b>	Worked to collect, preprocess, and integrate spatial data; created thematic maps and GIS layers; contributed to developing a decision support system by combining social and infrastructure data.
<b>Outcome:</b>	Developed a comprehensive geo-spatial database with 1,000+ GIS layers, supported urban and rural planning; presented findings in class and submitted a detailed technical report.
<b>Result:</b>	Obtained Distinction

## EMPLOYMENT HISTORY

### Customer Service Representative

Since Jul 2024

Foodland Supermarket, Brooklyn Park, SA

- Assisting 300+ customers daily, demonstrating strong communication and problem-solving skills
- Handling up to \$6,000 per shift with high accuracy and attention to detail
- Resolving customer issues efficiently, showcasing troubleshooting ability
- Supporting team goals through collaboration and adaptability in fast-paced settings
- Promoting loyalty programs and managing stock with a structured, efficient approach

**Achievement:** Introduced a stock layout that reduced restocking time by 20%, improving team productivity.

### IT Support Analyst

Oct 2023 – Jul 2024

Fortune Living, Adelaide

- Providing Level 1 and 2 support for 100+ users across Windows, Office 365, SharePoint, Active Directory, and DNS
- Managing 15–20 IT tickets daily using ServiceNow and Jira, resolving issues within SLAs
- Installing software, configuring hardware, and setting up user accounts for onboarding
- Monitoring system logs and performing regular checks to maintain system performance
- Ensuring compliance with IT policies and security standards in all support tasks

**Achievement:** Reduced ticket resolution time by 25% by improving documentation and escalation processes.

### Team Member

Mar 2023 – Jul 2023

Delicia Convenience store, Wollongong, NSW

- Delivered fast, friendly service to approximately 180 customers daily, enhancing customer experience.
- Managed inventory, restocked shelves, and maintained appealing product displays.
- Responded promptly to customer inquiries and concerns to ensure satisfaction.
- Operated point-of-sale systems accurately in a busy retail setting.
- Supported daily store operations, contributing to a clean, organized, and efficient work environment.

## **IT & Office Support Assistant**

**Aug 2019–Feb 2023**

Accutech Automation, Gujarat, India

- Managing electronic records and SQL-based databases to support inventory and customer data tracking
- Assisting with technical documentation and reporting, ensuring clear and accurate records
- Troubleshooting basic software and hardware issues to maintain smooth daily operations
- Coordinating across technical and sales teams using email and project tools
- Supporting data tasks using Excel and database systems for project monitoring and reporting

**Achievement:** Reduced data entry time by 25% by developing efficient Excel templates, improving reporting speed and accuracy.

## **Personal Attributes**

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- **Excellent written and verbal communication skills**, demonstrated through academic presentations, technical documentation, and effective daily interactions with customers and internal teams.
- **Strong problem-solving and analytical skills**, proven by resolving complex IT issues and improving ticket resolution times through methodical troubleshooting and root cause analysis.
- **Highly versatile and adaptable**, able to quickly learn new technologies and adjust to evolving team and project requirements in dynamic environments.
- **Outstanding interpersonal skills**, with experience collaborating effectively across cross-functional teams to deliver timely solutions and support.
- **Customer-focused mindset**, consistently providing responsive and professional service to over 300 customers daily and internal end-users, ensuring high satisfaction levels.
- **Skilled in troubleshooting hardware, software, and network issues**, with a proactive approach to identifying and resolving problems before escalation.

## **Hobbies and Interests**

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- Enjoy creating art decorations, demonstrating creativity
- Passionate about organizing events and spaces, showcasing strong planning and time-management skills
- Avid reader, continuously expanding knowledge and critical thinking
- Enthusiastic traveler, gaining cultural awareness and adaptability
- Dedicated to journaling, improving reflection and written communication skills

## **References**

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Available upon request