

NISHTHA PATEL

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EDUCATION

University of Texas at San Antonio M.S. in Multidisciplinary Studies (Data Science, Cyber Security) <i>Relevant coursework:</i> Data Mining & Machine Learning, Stat Methods in Research, Data Organization & Visualization	Expected graduation May 2026
University of Massachusetts Lowell, Robert J. Manning School of Business B.S. in Business Administration, Concentration in Finance	May 2023

SKILLS

- Programming and Analytics: Python, R, Data Mining, MA Statistical Analysis, Data Visualization, Power BI, Tableau

EXPERIENCE

The University of Texas System; Austin, TX <i>Client Service Associate – Office of Technology and Information Services</i>	August 2025 – Present
<ul style="list-style-type: none">• Resolved 75+ IT support tickets across Microsoft Windows, macOS, and mobile devices, addressing software issues, VPN errors, printer setup, hardware troubleshooting, and account access problems to maintain smooth operations.• Performed device lifecycle tasks including computer refreshes, surplus wipes, laptop reimaging, and loaner device preparation, ensuring reliable and ready-to-use systems for staff.• Classified and routed incoming tickets in Cherwell and ServiceNow, improving queue organization and overall response efficiency.• Supported software installation and configuration (e.g., Adobe, Visual Studio) on both Windows and macOS, enhancing user productivity and reducing installation-related delays.• Maintained and troubleshooted conference room A/V systems, displays, and docking stations to support seamless hybrid meetings.• Assisted users with Outlook issues, shared mailbox access, quarantine email release, SNAC/SSO troubleshooting, and PeopleSoft sign-ins, improving communication and authentication reliability.• Contributed to departmental initiatives by updating documentation, supporting onboarding meet-and-greets, coordinating equipment logistics, and assisting with communication during high-impact incidents such as retention policy misconfigurations.• Used PeopleSoft, Cherwell, and ServiceNow to document resolutions, track assets, and support continuous improvement of IT workflows.	

Citizens Bank; Bedford, MA <i>Teller</i>	June 2023 – June 2024
<ul style="list-style-type: none">• Efficiently managed entire range of client transactions to achieve excellent satisfaction ratings above 90% within procedures, and regulatory requirements to ensure compliance and minimize risks• Collaborated with team members to identify and prioritize branch goals to increase overall rating from 60% to 88%	

CERTIFICATIONS AND PROJECTS

ISC²: Certified in Cyber Security (CC)	April 2025
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Globally recognized badge indicating foundational knowledge of cybersecurity principles, network security, access controls, and security operations

California Housing Prices Project: Built predictive models to estimate housing prices in California using regression, data exploration, and feature analysis on demographic and geographic variables.

Happiness Index Project: Analyzed global happiness data to identify key predictors of well-being using statistical analysis and visualizations.

Innovation and Entrepreneurship: Developed a VR solution for remote real estate property tours and created the accompanying business model, financial projections, and marketing strategy.

Bloomberg Marketing Concepts: Gained expertise in stock and bond analysis, economic indicators, and investments

Biz Café Simulation: Managed a virtual coffee business, optimizing operations to maximize profitability