

# NISHTHA PATEL

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## EDUCATION

### University of Texas at San Antonio

Expected graduation May 2026

M.S. in Multidisciplinary Studies (Data Science, Cyber Security)

*Relevant coursework:* Data Mining & Machine Learning, Stat Methods in Research, Data Organization & Visualization

### University of Massachusetts Lowell, Robert J. Manning School of Business

May 2023

B.S. in Business Administration, Concentration in Finance

## SKILLS

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

## EXPERIENCE

### The University of Texas System; Austin, TX

August 2025 – Present

*Client Service Associate – Office of Technology and Information Services*

- 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

June 2023 – June 2024

*Teller*

- 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

ISC<sup>2</sup>: [Certified in Cyber Security \(CC\)](#)

April 2025

*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