

## NISHTHA PATEL

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## EDUCATION

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### University of Texas at San Antonio

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

San Antonio, TX

*June 2025-Present*

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

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

B.S. in Business Administration, Finance

Lowell, MA

*September 2019-May 2023*

## SKILLS

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### Technical Skills:

- Programming & Analytics: Python, R, Data Mining, Statistical Analysis, Data Visualization, Power BI, Tableau
- Cybersecurity: Information Security, Risk Management, Network Security, Incident Response
- Platforms: ERP (PeopleSoft), ITSM (Cherwell, ServiceNow), Microsoft Office 365, CRM Tools
- Finance: Financial Analysis, Account Reconciliation, Transaction Processing, ATM/POS Operations

## PROFESSIONAL EXPERIENCE

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### University of Texas System

Client Service Associate

Austin, TX

*August 2025 – Present*

- Delivered end-user IT support, including troubleshooting Windows, Mac, devices, and Microsoft Office 365, while managing help desk calls and support tickets.
- Assisted with computer refresh projects, setup of new systems, and coordinated IT equipment logistics across departments; worked cross-functionally across both software and hardware.
- Maintained conference room technology and supported departmental IT initiatives through additional projects and tasks.
- Worked on ERP systems (example: PeopleSoft) and ITSM tools (example: Cherwell, ServiceNow).

### Citizens Bank

Teller

Bedford, MA

*June 2023 – June 2024*

- Conducted accurate and efficient processing of customer transactions, including deposits, withdrawals, transfers, and loan payments, while adhering to all bank policies, procedures, and regulatory requirements to ensure compliance and minimize risks.
- Maintained high customer satisfaction, consistently achieving above-average ratings of 90% in customer feedback surveys.
- Provided exceptional customer service by addressing inquiries, resolving issues, and promoting bank products and services, increasing the branch's overall rating from approximately 60% to 88%.
- Collaborated effectively with team members to identify and prioritize branch goals and objectives.

### Walgreens

Tewksbury, MA

**Customer service Associate***January 2023 – May 2023*

- Enhanced customer shopping experience through knowledgeable assistance and efficient problem resolution
- Maintained inventory accuracy and streamlined online order processing operations
- Managed FedEx shipping services ensuring timely and accurate package handling

**Various Food Service Establishments**

Andover, MA

**Crew Member***July 2019 – July 2023*

- Demonstrated reliability and efficiency in high-volume food service environments (Dunkin', Chipotle, Panera)
- Trained new team members and maintained quality standards while managing inventory
- Processed customer transactions with accuracy and provided exceptional service in fast-paced settings

**PROJECTS****ISC<sup>2</sup>: Certified in Cyber Security (CC)***April 2025*

- [https://www.credly.com/badges/84f69b2a-4366-479e-8385-31b2fc170879/public\\_url](https://www.credly.com/badges/84f69b2a-4366-479e-8385-31b2fc170879/public_url)

**Innovation and Entrepreneurship***Spring 2022*

- Developed a VR solution for remote real estate property tours.
- Created a business model, financial projections, and marketing strategy.

**Bloomberg Marketing Concepts***Fall 2021*

- Gained expertise in stock and bond analysis, economic indicators, and investments.

**Biz Café Simulation***Fall 2019*

- Managed a virtual coffee business, optimizing operations to maximize profitability.