DHRUVESH PATEL

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WORK EXPERIENCE

IT Support/Administrator   *June 2019– Present*
Perfect Communications, Moorestown, NJ
- Configure, install and upgrade workstations, servers, software applications and network equipment as well as the whole IT infrastructure.[Windows, Apple OS, Win2016/HPE Servers]
- Provide day-to-day customer support to all users and be the initial response person for all arising technical issues. [Networking, Printers, E-mail, Automation]
- Increased efficiency while reducing costs of operations by switching over to Google Cloud based solutions for File storage applications, email and collaboration.
- Demonstrate knowledge of TCP/IP Protocol, System Backups and Archiving, Server Storage, Firewall security, Domain controller Management, Web Management and Google Cloud.
- Lead and own IT Projects while working with third-party providers to execute them successfully.

Support Analyst   *Jan 2017 – Mar 2018*
Imejet – International Food Delivery Company, Burlington, NJ
- Monitored user interaction with the company website and managed social media and advertising.
- Updated and maintained website content using HTML and CSS.
- Facilitated public relations with and monitored user interaction with the company website.

IT Consultant   *Sep 2015 – Nov 2016*
Rutgers Office of Information Technology, New Brunswick, NJ
- Provided technical support to university students and staff.
- Troubleshooted patrons' software, hardware, and connectivity issues and communicated solutions to them in an efficient manner.
- Registered the caller in the identification system and recorded all the steps taken in an online ticketing system.

EDUCATION

Rutgers University, New Brunswick, NJ   *May 2019*
Bachelor of Science in **Information Technology and Informatics**   GPA: 3.2/4.0
Bachelor of Science in **Human Resource Management**
Coursework: Object Oriented Programming, Web Design, Organizational Behavior and Work,
         Management of Technological Organizations, Global HR

PROJECTS

Body Process Monitor
- Designed a "Fitbit" device in a team to monitor a patient's heartbeat and other activities after surgery, contacting emergency services through a mobile application if necessary.
- Awarded Best ITI Showcase Project – Rutgers School of Communication

Interactive MUD Game [Java]
Photography Website [HTML, CSS]

SKILLS

Languages & Software: Java, HTML & CSS, SPSS, JavaScript, Enfocus Switch,
IT: Project Management, IT Systems and Network Administration, Analytics, Technical Support