SHARAD PATEL

IT & Cybersecurity Professional

📞 347-393-3146 | ✉ sharadpatel.cs@gmail.com | 🔗 LinkedIn | 🌐 www.sharadpatelcs.com

Professional Summary

IT professional with 2+ years of experience in identity and access management (IAM), system administration, and incident resolution. Skilled in deploying containerized security environments and streamlining helpdesk workflows. Seeking to leverage hands-on operational experience and advanced academic training for a Junior Security Analyst or Systems Administrator role.

Education

NYU Tandon School of Engineering | M.S. in Cybersecurity | Expected May 2027

- **Relevant Coursework:** Computer Networking, Network Security, Application Security, Cloud Security

Queens College, CUNY | Bachelor's in Computer Science | Jan 2024

Work Experience

Oxford International Education Group | New York, NY   **May 2023 – Present**
IT Administrator

- Administered user access for IAM and IWAS platforms, enforcing least-privilege principles to secure sensitive candidate data.
- Resolved software and hardware incidents for 50+ weekly users under strict time constraints, maintaining 99% uptime during active testing windows.
- Translated complex technical errors into actionable resolution steps for non-technical staff and candidates, reducing average ticket resolution time.
- Configured and patched workstations for IELTS regulatory compliance, ensuring all hardware met vendor security specifications prior to exam delivery.

Projects

Helpdesk Ticketing System   **March 2025**
Self-Hosted IT Support Platform using Linux, Docker and Zammad

- Architected a self-hosted IT support lifecycle using Zammad and Docker to simulate enterprise-grade incident response workflows.
- Engineered automated ticket routing and SLA triggers to prioritize high-severity incidents, reducing manual triage overhead.
- Integrated email channels using SMTP and automated ticket assignment for efficient handling.
- Ensured secure access and system reliability with proper container orchestration and resource limits.

Cybersecurity Homelab   **April 2025**
Linux-Based Security Lab with Docker, Nginx, Wazuh, Portainer and GoPhish

- Built an isolated security environment to simulate attack vectors, utilizing Nginx for traffic segmentation and GoPhish for social engineering campaigns.
- Deployed containerized services using Docker, with centralized management via Portainer.
- Configured Nginx as a reverse proxy to securely route traffic and manage access.
- Executed vulnerability assessments against containerized targets and correlated attack logs via Wazuh SIEM to identify indicators of compromise (IoCs).

Technical Skills

Security Operations (SOC): SIEM (Wazuh, Splunk), Incident Response (IR), Intrusion Detection Systems (IDS), Vulnerability Scanning, Threat Intelligence, EDR Concepts, Phishing Simulation (GoPhish).

Networking & Infrastructure: TCP/IP, OSI Model, Packet Analysis (Wireshark), Linux Administration (Ubuntu/Debian/RHEL), Docker Containerization, Nginx (Reverse Proxy), Active Directory (AD), Firewalls.

IT Operations & Support: Helpdesk Ticketing Systems, ITIL Foundations, Hardware/Software Troubleshooting, SaaS Administration.

Programming & Automation: Python (Scripting & Automation), Bash Scripting, SQL, Java, C++, Git/Version Control.