SHARAD PATEL

New York, NY

📞 347-393-3146 ✉ sharadpatel115222@gmail.com 💼 LinkedIn

🐙 Github 🌐 www.sharadpatelcs.com

Education

NYU Tandon School of Engineering   **2025 − 2027**
M.S. in Cybersecurity

Queens College, CUNY   **2018 − 2023**
Bachelor's in Computer Science

- Dean's List

Certification

Google Cybersecurity Professional | **Certificate**   **April 2025**
Google IT Support Specialist | **Certificate**   **March 2025**

Work Experience

Admin/IT Assistant   **May 2023 - Present**
Oxford International Education Group   *New York, NY*

- Efficiently utilize IELTS software systems such as IAM (Identity and Access Management), IWAS (IELTS Web Administration System), and ORS (Operational Reference Store) to perform administrative tasks, ensuring smooth and secure operations.
- Provide technical support to test takers by troubleshooting software, hardware, and system issues, ensuring a seamless testing experience.
- Maintain and optimize computer systems, including installing, configuring, and updating software and hardware essential for IELTS test administration.
- Diagnose and resolve IT issues, including network connectivity problems, system errors, and application failures, to minimize disruptions.
- Train and assist staff members in effectively using new software and hardware, enhancing overall IT proficiency within the organization.

Software Engineer Intern   **June 2024 − Sep. 2024**
The Difference   *New York, NY*

- Enhanced efficiency in managing customer data by 20% using Flutter and Laravel for a weight loss app on Android and iOS.
- Developed front-end features such as dark mode and enhanced UI, improving user satisfaction by 30%.
- Worked with APIs to search and add different types of food and activities performed to calculate calories burned.
- Maintained CI/CD pipeline for automation, reducing deployment time by 50%

Projects

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

- Developed and deployed a fully self-hosted HelpDesk ticketing system using Zammad, an open-source support platform, containerized with Docker for efficient deployment and scalability.
- This solution enables IT teams to track, prioritize, and resolve support requests seamlessly.
- Configured Docker containers to host Zammad with persistent storage and SSL support
- Customized user roles, triggers, and workflows to streamline ticket management
- Integrated email channels using SMTP and automated ticket assignment for efficient handling
- Designed for internal IT teams to manage end-user issues with visibility and accountability
- 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

- The lab served as a platform to explore system security, log monitoring, and social engineering tactics.
- Deployed containerized services using Docker, with centralized management via Portainer
- Configured Nginx as a reverse proxy to securely route traffic and manage access
- Implemented Wazuh SIEM for real-time log analysis, intrusion detection, and threat intelligence
- Practiced vulnerability scanning, incident response, and secure service deployment in a controlled environment