# CHAITANYAKUMAR PATEL

NEWPORT News, VA 23605 | 4708366264 | chaitanya.patel25@icloud.com

## Websites, Portfolios, Profiles

- www.linkedin.com/in/chaitanyakumar-patel-b42956287

## Professional Summary

Goal-oriented Manager dedicated to continuous improvement and driving positive business impact. Talented problem-solver and leader with high-level business and financial acumen. Motivates teams to reach performance goals and business objectives. Skilled at completing daily assignments and contributing to team success. Always willing to take on any task. Adapts quickly to new needs and policies. Current student working toward a Bachelor's Degree in CyberSecurity and seeking an opportunity to begin a career. Identifies and quickly closes knowledge gaps to offer the employer and team value. Additionally, I have some previous basic programming experience and have listed some of them on Git Hub. https://github.com/Chaitanya5599?tab=repositories.

## Skills

- Remote Desktop Support
- Network Troubleshooting
- Help Desk Support
- Hardware upgrades

## Work History

**Hardware and IT Support (Remote)**                                        Mar 2023 - May 2024

Sai Sbraddba Enterprise                                                              Surat, Gujarat

- Installed, configured, tested and maintained operating systems, application software, and system management tools
- Used ticketing systems to manage and process support actions and requests
- Managed high levels of call flow and responded to technical support needs
- Tested new software and hardware prior to deployment
- Installed, configured and maintained computer systems and network connections
- Installed and configured operating systems and applications.

**General Manager**                                                                  Jul 2023 - Mar 2024

Huddle House                                                                      Forsyth, United States

- Managed budget implementations, employee reviews, training, schedules, and contract negotiations.
- Developed and implemented strategies to increase sales and profitability.
- Implemented operational strategies and effectively built customer and employee loyalty.
- Implemented effective cost-saving measures to reduce overhead expenses without compromising quality or service.
- Monitored daily cash discrepancies, inventory shrinkage and drive-off.
- Observed each employee's individual strengths and initiated mentoring program to improve areas of weakness.

## Education

**Bachelor of Cybersecurity**

Old Dominion University                                                        Newport News, Virginia

**Associate of Science - AS, Cybersecurity**

Atlanta Technical College                                                           Atlanta, Georgia

## Certifications

- Information Security Fundamentals
- Technical Proficiency
- Cybersecurity Fundamentals TCC
- Hardware Installation and Maintenance
- Computer Hardware Specialist

## Languages

**English**                                                                        **Hindi**

Native or Bilingual                                                                Native or Bilingual

**Gujarati**

Native or Bilingual