**KAUSTUBH J PATEL**
757-752-5485 [| kaustubhpatel7@gmail.com](%7C%20kaustubhpatel7%40gmail.com%20) [| https://www.linkedin.com/in/kaustubh-patel-1b7423284](%7C%20https%3A/www.linkedin.com/in/kaustubh-patel-1b7423284)

**Technical Support | Customer Support | Software Troubleshooting**

To secure an IT internship or entry-level IT position in a dynamic and forward-thinking organization, where I can leverage my technical, analytical, and problem-solving skills to contribute to the success of the team while gaining hands-on experience in IT support, system administration, and cybersecurity.

**Areas of Expertise:**

* Help Desk Ticketing Systems
* Problem Diagnosis
* Technical Troubleshooting
* Phone & Online Support
* Office 365 Support
* Customer Service
* Networking

**IT SUPPORT EXPERIENCE**

**WINDOWS SERVER 2016 | Hands-On Virtual Labs**

* Installed and set up VirtualBox, Windows Server 2016, linked clones, and RDP.
* Added Windows 10 client machines to Windows Server 2016 domain.
* Created and modified Active Directory template user accounts to hold various properties.
* Configured Windows Server 2016 domain settings, server name, TCP/IP settings, and remote desktop.

**WORK EXPERIENCE**

**FC Associate** **L1**
**Amazon Fulfillment Center | Suffolk, VA** 06/2024 – Present

* Efficiently managed pack flow operations, ensuring accurate sorting and timely processing of packages to meet daily targets.
* Performed quality checks on sorted items, verifying accuracy and compliance with shipping standards to minimize errors and enhance customer satisfaction.
* Collaborated with team members to optimize workflow processes, contributing to improved operational efficiency and a positive work environment.

**Customer Service Associate**
**Edible Arrangements** 08/2020 – 12/2023

* Developed strong problem-solving skills through hands-on experience resolving technical issues in a fast-paced retail environment.
* Enhanced customer service skills by addressing and resolving technical inquiries from staff promptly.
* Gained experience with various software applications and POS systems, providing a foundation for supporting IT-related tasks.
* Improved communication and teamwork skills through collaboration with diverse teams, essential for IT support roles.

**EDUCATION & CREDENTIALS**

**CompTIA A+** (In-Progress)
**Microsoft 365 Certified: Fundamentals** (In-Progress)

**Old Dominion University**
**Bachelor's Degree | Cyber Security**
Aug 2024 - Dec 2025

**Tidewater Community College**
**Associate of Applied Science | Cyber Security**
Jan 2020 - May 2023