

# KUNAL JITENDRA PATEL

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E-Portfolio Link: <https://sites.wp.odu.edu/kaustubhpatel/>

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## IT Support | Service Desk | Technical 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 Solving
- Technical skills & system Troubleshooting
- Phone & Online Support
- Remote Support & RDP
- Inventory Management & Asset tracking
- Critical Thinking & Analytical reasoning
- Office 365 Administration
- Customer Service
- Networking (TCP/IP, DNS, DHCP)

## RELEVANT 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 the 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.

### Core Skills Gained:

- **System Administration:** Windows Server 2016 setup, Active Directory management, and user access control.
- **Networking & Security:** TCP/IP configuration, remote access security, network troubleshooting.
- **Technical Troubleshooting:** Diagnosing AD login issues, permissions errors, and connectivity issues.
- **Virtualization & Remote Access:** Set up and managed VirtualBox instances, and configured RDP access.

## ADDITIONAL EXPERIENCE

### IT Equipment Coordinator

Amazon Fulfillment Center | Suffolk, VA

06/2024 – Present

- Managed distribution, tracking, and maintenance of IT hardware (scanners, RF devices, workstations) across fulfillment operations.
- Performed basic troubleshooting and support for end-user devices, escalating unresolved issues to the IT team.

- Assisted in onboarding by setting up equipment, user accounts, and ensuring network connectivity for new associates.

### **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**

Graduation - Dec 2025

**Tidewater Community College**

**Associate of Applied Science | Cyber Security**

Graduated- May 2023