

# MEERA PATEL

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A Computer Consultant with five years of professional experience specializing in end-user support, network administration, and IT consulting. A proven track record of supporting large technology integrations and providing training to non-technical personnel.

## PROFESSIONAL EXPERIENCE

### COMPUTER CONSULTANT

University of Syracuse, New York, NY | October 2019 – Present

- Provide computer consulting services for the integration of 13K computing devices, smartboards, and tablets, develop project roadmaps, define scope of work, and ensure alignment with delivery schedules and a \$300K budget
- Lead a technical team of 10+ personnel and collaborate with the university IT team to coordinate priorities, enhance workflows, and identify solutions to roadblocks
- Deliver training to non-technical faculty members on education technology equipment

### COMPUTER CONSULTANT

Jensen Consultants, New York, NY | June 2017 – October 2019

- Delivered technical support to end users regarding computing devices, which included troubleshooting issues related to access management, software installations, hardware configurations, and network access
- Resolved 15-20 tier I trouble tickets per day and provided training to students and faculties on proper use of technology equipment

## EDUCATION

### BACHELOR OF SCIENCE (B.S.) INFORMATION TECHNOLOGY

Columbia University, New York, NY | September 2013 - May 2017

## KEY SKILLS

- Technology Consulting
- Hardware Deployment
- End User Support
- Troubleshooting
- Software Configuration

## CERTIFICATIONS

- CompTIA A+, 2017