HONEY PATEL

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SUMMARY

Master's student in IT management, graduating April 2027, with four years of marketing experience. I'm looking for a full-time IT support role. I've built and kept up WordPress websites, and my coursework and projects cover cybersecurity basics, networking basics, risk assessment, and technical documentation. In my marketing job I handled customer follow-ups and worked with the service department on after-sales questions.

EDUCATION

Cumberland University | Master of Science, Information Technology Management — Aug 2025 – Apr 2027 (expected)

Coursework: IT Field Experience, IT Law, Standards, and Compliance, Database Management, Procurement and Contract Management, Principles and Theories of Leadership

Gujarat University, India | Bachelor of Commerce — Jan 2021

SKILLS

IT and security: IT management, cybersecurity fundamentals, IT networking basics, NIST CSF, risk management

Tools: WordPress, VS Code, GitHub Pages, Excel, SQL (Microsoft SQL Server), Power BI, Jira, Trello, CRM

Documentation and project work: Technical documentation, project charters, project management, Agile/Scrum, database design (normalization, ER diagrams)

Customer and communication: Customer follow-ups, working with teams and suppliers, content writing, social media, digital marketing (Google certified)

PROJECTS

NIST CSF Mapping — Academic project

- Checked an organization's security setup against the five core functions of the NIST Cybersecurity Framework and listed the gaps in its controls.

IT Risk Assessment — Academic project

- Identified, evaluated, and ranked information security risks in an organizational scenario using a structured risk-analysis method.

Portfolio Website (patelhoney.com) — Personal project

- Built my portfolio site on WordPress with pages for my resume, work experience, cover letter, and a contact form.

D & P Industries Website (dandpind.com) — Freelance, Dec 2023

- Designed and built the website on WordPress for D & P Industries, an extrusion machinery and custom manufacturing company.

EXPERIENCE

Freelance Marketing, Ghazal Lounge | McKinney, TX — Feb 2026 – Oct 2026

- Kept the website current with events, menu changes, and promotions.
- Ran social media and content for Ghazal Lounge, a premium hookah bar and restaurant.
- Planned and managed paid ad campaigns to bring in new customers.

Marketing Executive | Shree Radhekrishna Extrutech Private Limited — Feb 2021 – Mar 2025

- Managed customer follow-ups and relationship workflows.
- Worked with the sales team, other departments, and suppliers on delivery and customer satisfaction, and with the service department on after-sales questions.
- Ran customer surveys and feedback programs to guide product improvements.
- Managed a team of five during the company's growth and gave input on business decisions.
- Coordinated campaigns and prepared reports on how they performed.
- Ran marketing across SEO, content, social media, and digital ads to build brand visibility and bring in leads. Digital plans were tied to higher website engagement and more customer inquiries.

CERTIFICATIONS

Fundamentals of Digital Marketing, Google | Jan 2024