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XXXXX, XX, XXXXX

CELL: (XXXXXX-XXXX

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xxxxx.xxxxx@gmail.com

Work Experience

System Administrator, 08/2017 to Current

XX XXXX – XX, XX

- Oversee implementation of application installation and troubleshooting.
- Present analysis findings both verbally and in written format.
- Perform work flow analysis for projects.
- Oversee the daily perfomance of computer systems and servers.
- Disaster revocry of files and applications.
- Uinteruptible Power Supply (UPS) implementation and monitoring.
- Evaluate and conduct technical and fucntional research and analysis.
- Participat in special projects, internal audits, evaluations and process improvements.
- Collaborate with other offices to plan and implement new technologies.
- Identify and correct computer performance issues.
- Ensure proper installation of cables, operating systems and softwares.
- Implement and administer advanced Microsoft technologies.

IT Support Technician, 09/2016 to 08/2017

XX XXXX – XX, XX

- Conducted analytic research to solve more complex technical problems.
- Solved and detected technical issues with computers
- Providing IT support to resolve issues such as computer deployments, peripherial configuration, desktop/laptop configuration, software installation, and hardware repair.
- Ensuring continuity of computer services and for computer users

Electronics Testing Technician, 04/2016 to 10/2016

XX XXXX – XX, XX

- Calibrated test equipment according to customer specifications.
- Analyzed departmental documents for appropriate distribution, filing, and execution.
- Read and analyze technical documents from various industries to ensure customer specifications during testing and quality assurance were met.
- Extensive data entry into company's database OMS (Order Management System).
- Calibrated and debug testing software and hardware.
- Verified semiconductor integrity and quality for testing process.
- Analyzed production problems for improvements in both quality and efficiency.
- Collaborated with engineers, production personal, quality assurance, management, and other departments regarding test results and resolve problems as they arose.

Lab Processing Technician, 09/2013 to 09/2014

XX XXXX – XX, XX

- Ensured proper data entry of plasma samples within the company's database, DMS (Donor Management System).
- Reading and analyzing technical documents to ensure federal regulations are adhered to.
- Ensured samples and bottles are properly organized in large storage freezer in the allotted time frame as well as in the company's database.
- Handled tested and untested products as well as hazardous plasma properly utilized personal protective equipment and according to the companies Standard Operating Procedure (SOP).
- Prepared plasma units and samples for regular daily and weekly shipments per company policies and federal transportation regulations.
- Collaborated with nurses, phlebotomists, and management regarding company wide policy implementation, explaining new health regulations, and solving any problems as they arose.

Donor Floor Technician, Feb 2013 – Sep 2013

- Set up and prepared all equipment and disposable supplies for venipuncture and plasmapheresis procedures.
- Ensured proper documentation of donation process.

- Operated the automated plasmapheresis machines including response and evaluation of all alarms and machine errors, documentation of exceptions, etc.
- Met customer service expectations by greeting and acknowledging donors as they are assigned to donation area and after completing donation process.

Education

Bachelors of Science: Computer Engineering, January 2013 – May 2018
XX XXXX – XX, XX
- Member of Dean's List for academic excellence in the 2015.
- Science, technology, engineering, and mathematics tutor in 2015.
- Member of Baja Society of Automotive Engineers (SAE) assembly and design team from 2012 – 2013.

Minor in Mathematics, May 2017
XX XXXX – XX, XX

Certifications

Pursuing COMPTIA Security + certification (will obtain 30 days after employment)
Pursuing Certified Ethical Hacker certification (will obtain 90 days after employment)
Pursuing GSEC: GIAC Security Essentials (will obtain within 180 days after employment)

Additional Skills

•Fluent in Urdu, Hindko, and Hindi •Partial fluency in Arabic and Pashto •Extensive experience reading technical and implementing technical documents •Customer service experience •Proficiency in Microsoft Office applications (Word, Outlook, Excel, PowerPoint, and Visio) •Experience in data entry •Coursework completed in various programming languages (C, C++, Assembly Language, Python, and Java) •Extensive experience with troubleshooting and repairing computer systems (hardware and software) •Proficiency in various operating systems (Microsoft, Linux, and Apple) •Knowledge of computer networking concepts such as TCP/IP, WAN, network protocols, and network topologies •Documenting, tracking, and monitoring IT tickets •Problem Solver •Fast Learner • Works well with in a team as well as individually