Abu Shayed

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Objective To be a part of your organization which offers continues opportunity for an excellent Career development.

Education **CUNY Queensborough Community College**

The City University of New York, Bayside, NY

Associate in Engineering Science, 12/2017 to 06/2018

CUNY Lehman College

The City University of New York, Bronx, NY

Bachelor's in computer science, 01/2021 to 05/2022

Experience

08/15 to 05/18 **LAB ASSISTANCE**

Queensborough Community College, Bayside, NY

• Maintained department's technology.

• Assist Professors in using various equipment.

• Assist students in using various equipment

• Assisted faculty with using Windows operating system.

• Mentored and managed work-study students.

• Performed level 1, 2, and 3 troubleshooting.

• Performed installation of various operating system and computer hardware.

• Maintained 75+ computers in smart rooms, labs and mobile carts

 Conducted open lab hours.

• Assist faculty and students in the resolution of computer technical issues.

• Maintained of PC's updated and readiness for daily usage.

• In charge of 12-15 students in a laboratory.

• Maintained lab cleanliness

• Maintained student attendance logs in lab database

| 08/16 to 05/18 | **IT TECHNICIAN** |
| | **Queensborough Community College, Bayside, NY** |

- Be responsible for the daily support, installation, and monitoring of PCs, printers, applications and network devices.
- Develop and write technical documentation.
- Perform installation and complex configuration of PCs.
- Produce and provide PC, printer, and network-related reports to management.
- Respond to and resolve phone and email questions relating to the college's systems.
- Verify student information in CUNYfirst.
- Assist with claiming CUNYfirst accounts and resetting CUNYfirst passwords.
- Assist students by providing information on how to view financial aid, enrollment, swap/add classes, view transcripts and pay bill in CUNYfirst..
- Assist students with CUNY Alert sign-up emergency registration.
- Assist students in completing setup of their Queensborough Community College email accounts.
- Guide students with the process of registration for Open Lab.
- Troubleshoot and assist with CUNY Portal account registration and password/username retrieval.
- Assist with access to Blackboard, Student Degree Audit and email.
- Assist with the download and installation of CUNY virtual desktop applications.
- Ensure and verify that students have the Microsoft Office license suite.
- Assist users with connectivity to campus wireless network(s).
- Troubleshoot wireless connection issues.
- Enter data into computer-based systems, including problem logs.

| 02/15 to 02/21 | **CULINARY SPECIALIST** |
| | **Army National Guard, Staten Island, NY** |

- Follow the Guideline of Army Standard and dietetic menus and recipes
- Preparation and cooking of various foodstuffs and bakery products
- Food and supply ordering

• Storage of meats, poultry and other perishable items

• Perform preventive maintenance on garrison and field kitchen equipment
• Mentored and managed junior soldier.

Skills   C++, Java, Microsoft office 365, Strong interpersonal and communication,
            Ability to thrive in a fast-paced, collaborative environment, Exceptional problem-
            solving ability and analytical skills

COMMUNITY   Auxiliary police, New York Police Department
SERVICE

https://github.com/abushayed560
https://www.linkedin.com/in/abu-shayed-969572b0/