

**Bilal Ahmad Ahmadzai**  
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### **JOB OBJECTIVE**

Motivated, trilingual computer support graduate seeks entry level opportunity using both technical and personal skills to troubleshoot and assist clients in using technology effectively.

### **EDUCATION**

#### **Cincinnati State Technical and Community College, Cincinnati, OH**

Major: Computer Support and Administration

Degree: Associate of Applied Science – AAS

Expected Graduation Date: May, 2024 GPA: 3.9

Core Courses: Operating System Administration, Computer Virtualization, Networking Essentials, Server Administration, and IT Support Desk Concepts.

#### **University of Cincinnati, Cincinnati, OH**

Major: Computer Science with Army ROTC Commission

Degree: Bachelor of Science – BS

Expected Graduation Date: May, 2026

Core Courses: Computer Science, Army & Critical Thinking, Army Leadership, Field Craft – Preventative Medicine

#### **Nangarhar High School, Jalalabad, Afghanistan**

Degree: High School Baccalaureate

Graduation Date: 2017

### **EXPERIENCE**

#### **Cincinnati State University, Cincinnati, OH January 30, 2023 – May 5, 2023**

##### **Help Desk Agent**

Provided phone, email, and in-person support to staff, faculty, and students on all college-owned equipment and software. Opened and updated Service Desk Plus tickets with detailed information, answered and fixed student and staff problems. Provided support to end-users who visited Helpdesk Walk-up Service Window, and students who participated the Student Technology Loaner Program, including software deployment with Altiris.

#### **Catholic Charities Refugee Resettlement Agency (CCSWOH), Cincinnati, OH Dec 2021 – May 2022**

##### **Case Manager**

Facilitated and secured successful resettlement of over 150 refugees with minimal language skills and no knowledge of American culture and customs. Guided and empowered refugee clients to identify, obtain, and retain housing and employment. Sourced and ensured transportation for refugees for critical employment and medical needs. Trained two new staff in CCSWOH procedures and principles, enabling cultural sensitivity and successful mentoring of new immigrants.

#### **Monti Incorporated, Cincinnati, OH February, 2018 – September, 2019**

##### **Machine Operator**

Car part assembly and inspection with installation, repair and operation of three machines.

**Main Pharmaceutical, Jalabad, Afghanistan February 2015 – October 2017**

**Retail Sales and Medication Preparation**

Effectively solved customers' problems and met their needs, delivering high level of customer service. Prepared prescribed medicines with precision for nearly 200 patients, keeping accurate inventory.

**Shakeel Computer Shop, Jalalabad, Afghanistan 2012 – 2015**

**Computer Technician**

Helped over 500 customers identify and overcome issues with their computers. Installed computers, software, routers, and other hardware. Updated or repaired existing systems. Diagnosed and resolved problems with hardware. Over 300 computers were serviced.

**RELEVANT SKILLS**

- Trilingual fluency: English, Persian, & Pashto
- Broad technology and software knowledge
- Multicultural training, mentoring and case management
- Strong customer service orientation: empathy, listening, relationship building, and collaboration

**References provided upon request**