

Aaliyan A. Qureshi

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EDUCATION

DePaul University

B.S. in Information Systems

GPA: 3.6/4.00, Dean's List

Chicago, Illinois

Graduation, June 2024

EXPERIENCE

The Walsh Group

IT Support Specialist

Chicago, Illinois

May 2024 – Current

- Lead in resolving complex technical issues by diagnosing and troubleshooting across multiple platforms including Microsoft Azure, Dynamics 365, and SQL.
- Administered SharePoint and Teams environments, ensuring optimal performance and seamless user experience.
- Collaborated with development teams to resolve configuration issues and drive incident resolution, enhancing overall system reliability.
- Utilized Azure to create and enforce Company policies and conditional access protocols for enhanced security.

The Walsh Group

IT Technician Internship

Chicago, Illinois

May 2022 – April 2024

- Provided expert remote technical support, resolving 95% of issues on the first contact, and improving customer satisfaction.
- Managed user accounts and resources through Active Directory and Microsoft Intune, ensuring secure and efficient operations.
- Conducted in-depth User Acceptance Testing (UAT) with ServiceNow, leading to a successful migration of the ticketing system.
- Developed and shared knowledge base articles, improving support efficiency and customer self-service capabilities.

PROJECTS

Cybersecurity Enhancement Project

Chicago, Illinois

Team Lead

October 2023 – December 2023

- Led a team to achieve 100% compliance in safeguarding company computers, significantly reducing security vulnerabilities.
- Streamlined system update processes, ensuring ongoing protection against emerging threats and reducing system downtime.

Automated Backup Solution

Chicago, Illinois

Team Member

Jun 2023 – August 2023

- Played a key role in developing and implementing an automated backup solution that doubled speed and reduced user intervention.
- Worked closely with cross-functional teams to integrate and troubleshoot the solution, ensuring flawless deployment.

ACTIVITIES AND LEADERSHIP

Phi Kappa Psi

Recruitment Chair

Chicago, Illinois

Aug 2023 – June 2024

- Spearheaded recruitment efforts for the fraternity, creating strategies to attract and retain new members, resulting in a 40% increase in membership and fostering a vibrant and diverse community within the organization.

SKILLS

Technical Skills: Python, JavaScript, HTML/CSS, SQL, Node.js, Service Desk, Microsoft Azure, Dynamics 365, Power BI, ManageEngine, SAP, Microsoft Office.

Certifications

AZ-900, AZ-104(in progress)