

Amirah Munad

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Summary

Passionate and highly motivated IT Support Professional well known for high quality customer service with two-year customer service experience. Collaborative, well-versed in customer issues with experience in problem solving and finding solutions along with documenting customers and product issues effectively. Detail-oriented and tech savvy, being called real team player for helping other colleagues. Adept in continuous learning and known for eagerness to learn and serve.

Core Proficiencies

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| • Linux | • HTML5 | • Customer Service |
| • Server and Networking technologies (TCP/IP, Routing, DHCP) | • Windows 10 | • Problem Solving |
| • System administration | • MS Office 365 | • Analytical Communication |
| • IT Security | • Active Directory | • Prioritizing |
| | • Terminal Services-Remote Desktop | • helping others |

Experience

IT Support Trainee, JobTrain Menlo Park, California January 8-March27, 2021

- Installed, configured, and maintained software and performed troubleshooting in Windows PowerShell and Linux Ubuntu using remote connection through Virtual Machines.
- Working knowledge of network protocol (TCP/IP, routing, DNS, VPN) and technologies, LAN, WAN, along with operational management of computer systems and peripherals.
- Documented and analyzed customer issues and helped other trainees in problem solving.

IT Associate, Presidential Initiative for Artificial Intelligence and Computing, Online March7,2016-Dec9, 2019

- Written scripts in Ubuntu, Linux to check system performance, and wireless connections, and to assign executable permissions to file, created custom commands using alias, installed system dependencies.
- Installed Docker engine, created containers from images, used container orchestration, made containerized applications, and made it accessible using publishing ports.
- Installed minikube, ran Kubernetes on desktop using kubectl, created YAML file on nano, created pods, exposed these to users using port forwarding on NGinx, created namespace, made pods inside namespace.

Environmental Health Specialist Trainee, County of San Diego Jan 6 – December 27, 2015

- Conducted 250 inspections of the businesses that generate hazardous waste, met the target of County's deadline while maintaining good customer relationship with the businesses and bring them under compliance.
- helped many small businesses in submitting their documents using smart phone in the newly introduced California Environmental Reporting System, which they previously could not do it due to lack of resources.
- Documented and delivered inspection reports to the businesses inspected and educated them to fix those violations

IT Projects

- Built my computer from scratch using old parts. Installed windows and Linux on new machine
- To download Ubuntu Linux, made the USB bootable using "Rufus", created partition in hard drive disk space to run both OS Windows and Linux run at the same machine, downloaded Ubuntu and its packages.
- Document detailed notes of IT Support and Cloud Native Computing in Notion-so workspaces.
- Created Azure virtual machine in Microsoft Azure portal using sandbox which runs Ubuntu Server

Education

Google IT Support Professional Certificate (Equivalent to Comp TIA A+)
Bachelor of Science, Botany, Minor in Ecology