Intern Connect

AI Engineer

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Github: www.github.com/internconnect

EDUCATION

University of California, Berkeley – Berkeley, CA
Bachelor of Science in Computer Science
Expected Graduation Date: May 2024
Cummulative GPA: 3.90/4.00
• Relevant coursework: IT Support Fundamentals, Network Troubleshooting, Operating Systems and Software Installation

SKILLS

• Languages: Python, Bash, PowerShell, JavaScript, SQL
• Tools: ServiceNow, JIRA Service Desk, TeamViewer, Active Directory, Wireshark

EXPERIENCES

IT Support Trainee
Innovative Solutions | Mountain View, CA | Jan 2023-Mar 2023
• Implemented an automated system for software updates, improving efficiency by 25%
• Provided remote support to clients, resolving issues with a first-call resolution rate of 90%
• Assisted in the migration of company data to a new cloud platform without any data loss

Helpdesk Assistant
University IT Center | Palo Alto, CA | Sep 2022-Dec 2022
• Provided IT support to students and faculty, handling 30+ queries daily
• Conducted weekly workshops on software usage and cybersecurity best practices
• Collaborated with the network team to troubleshoot and resolve campus-wide Wi-Fi outages

IT Support Intern
TechGiant Corp. | San Jose, CA | Jun 2022-Aug 2022
• Resolved over 150+ IT tickets, achieving a 98% satisfaction rate
• Assisted in setting up and configuring 50+ workstations for new employees
• Documented common IT issues and solutions, reducing ticket volume by 10%

PROJECTS

University Knowledge Base Portal
• Developed a knowledge base portal to assist students with common IT issues
• Integrated a chatbot to provide instant solutions, reducing the need for human intervention by 20%

University Knowledge Base Portal
• Designed a tool to monitor network traffic and detect anomalies
• Implemented alerts for potential security breaches, enhancing the campus's cybersecurity posture