

Sheikh Ahmed

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CUNY Hunter College, New York

Media Studies (August 2012 – January 2016)

Experience

Freelance Field Service Technician

June 2018 – December 2020

- Upgrading all components of computer hardware.
- Troubleshooting, break/fix, hard ware, software and network connection along with internet protocols.
- Independent computer consultant for Desktop and Laptop repair, maintenance and upkeep.
- Repair and troubleshoot PC computers
- Responsible for all desktop, laptop break/fix issues
- Dell desktop/laptop hardware installation, diagnostics, maintenance and break/fix operations.

Self, New York - Private Tutor

August 2018 - Present

- Prepare high school students for the SAT, PSAT, and New York Regents exams
- Addressed the weaknesses of students and create lesson plans to remedy said weaknesses
- Adapt to the needs of students and teach in various ways in order to reach academic goals
- Continuously update parents regarding the performance of the students

Smart Academia, New York - Lead Tutor/IT Support

October 2012 – May 2018

- Taught 2nd to 12th grade students in preparation for Common Core, SHSAT, SAT, and Regents
- Recommend test prep packages for students
- Trained new tutors regarding teaching methods, computer maintenance, and client relations
- Performed computer maintenance, including network hardware, software troubleshooting, break/fix printer troubleshooting, and part replacements
- Enable passwords on computers to prevent non-permitted downloads and installations.

Technical Projects

Create Connect Four in JavaScript (Project Manager, overseeing 3 others)

Bug Fixing in JavaScript using MERN Stack for a custom application for Kenzie Academy

Creating search bar functions, password requirements/verification, and login fields.

Skills

- COMPTIA A+

- COMPTIA Sec+

- Customer Service

- JavaScript/ HTML5/ CSS

- Video/Audio Editing

- MERN Stack

- Microsoft Office

- Delegation

-Multitasking