

# **ARIB AHMED**

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## **INFORMATION TECHNOLOGY ENGINEER**

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### **Student Profile**

UC Santa Cruz Senior with a Bachelors of Arts in Network and Digital Technology. Held various internships and positions focusing on Information Technology. Built additional IT related capabilities via Start-Up, and other Projects. Capable educator in technological subjects, one-on-one, or in lecture.

### **Education**

**University of California, Santa Cruz (UCSC) | Santa Cruz, California**

*Bachelor of Arts: Network and Digital Technology (Sept 2018 - Expected: March 2021)*

### **Work Experience**

**ASDynamics (San Jose, CA) | Information Technology Manager (November 2020 - Present)**

- Working as a freelance IT Lead in this Student Made Start Up.
- Facilitated daily tech support for 10 employees using Remote Access software.
- Wrote and debugged code for over 3 different upcoming Softwares and Applications.
- Lead a project called Semul: an app that allowed tutors to connect with students.

**UC Santa Cruz: IT Services (Santa Cruz, CA) | Information Technology Technician (Aug 2020 - Oct 2020)**

- Troubleshooted network and computer issues by performing hands on work for over 100 student-owned devices, such as: modems, routers, desktops, laptops, and mobile devices.
- Assisted over 3,000 campus residents with connecting to the Campus Network using tickets.
- Frequently observed over 100 wireless access points for any outages, failures, or packet loss.
- Communicated together with 15 other techs, while also taking the lead for multiple projects.

**Underwriters Laboratories (Fremont, CA) | Laboratory Technician Intern (June 2020 - Aug 2020)**

- Corresponded closely with UL's Engineering staff to perform 100's of laboratory tests necessary on Wireless Phones, Computers, Keyboards, and Headphones.
- Retrieved Test Data relating to WiFi, Bluetooth, and Mobile Data, and exporting it into a Lab Report. Completed over 5 Lab Reports for the company.
- Learned on how to fix devices, such as: desktops, phones, keyboards, and mice, whenever they ran into bugs or broke down.
- Collaborated with other Interns to make sure lab data was at the highest quality.

### **Projects**

**SQL Employee Database for ASDynamics**

- Constructed an employee database using SQL for a Start-Up company. Contains employee names, ID's, salaries, and contact information. Continuing to update as sick days, and days off are used.

**Artificial Intelligence Maze Solver**

- Coded an Artificial Intelligence using Python to automatically find the best moves for a Rook Jumping Maze. The AI also finds a better maze for the user as it continues to play by using a Hill Descent Algorithm that searches for harder mazes for a specified amount of iterations.

### **Skills**

**Hardware:** Assembly, Repair, Maintenance, Printers, Drivers, Troubleshooting, Deployment

**Software:** Installation, Windows/Linux/MAC, Microsoft Office, Google Drive, Adobe Suite

**Networks:** Servers, Firewalls, Cisco Prime, LANs, Wireshark, NetDisco, Linux Commands

**Security:** Virtual Machines, Virus Protection, Data Backup, Drive Scans, Network Monitoring

**Programming:** Python, C, C++, Java, SQL, HTML, MIPS Assembly, Verilog, GIT, Linux/Unix

**Service:** Project Leader, Collaborator, Customer Service, Communicator, Fast Learner, Organizer