

Arvan Jindam

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PROFESSIONAL SUMMARY

Motivated Computational Data Science student with a strong foundation in programming, data analysis, and statistical modeling. Skilled in Python and C programming with hands-on experience in data visualization, network analysis, and predictive modeling through coursework and personal projects. Eager to apply analytical and problem-solving skills to real-world data challenges as a Junior Data Scientist.

EXPERIENCE

IT Intern

Institute of Advanced Learning and Research – Danville, VA

January 2025 – Present

- Assisted with Helpdesk tickets, providing IT support to end users and troubleshooting technical issues.
- Imaged and deployed laptops for new interns and employees, ensuring readiness for use.
- Documented IT issues and resolutions, contributing to the Helpdesk knowledge base.
- Managed inventory and asset tracking for IT hardware and peripherals.
- Assisted with setting up classrooms in the NTC, a facility focused on submarine-building programs.
- Installed and configured workstations for training environments, ensuring proper network connectivity and software setup.
- Provided technical support for classroom technology, troubleshooting hardware and software issues.

IT Help Desk Technician

Essel Propack America LLC – Danville, VA

May 2021 – June 2021 & December 2024

- Supervised IT operations in the absence of a team supervisor during a short-term assignment in December 2024, ensuring seamless workflow and prompt issue resolution.
- Resolved technical issues related to ePad devices, including troubleshooting with Georgia SoftWorks GSW ConnectBot software.

Information Technology Intern

Institute of Advanced Learning and Research – Danville, VA

Summer Break Internship

July 2024 – August 2024

- Delivered responsive Help Desk support and resolved technical issues.
- Prepared laptops through imaging for future use and supported intern presentations.
- Diagnosed and resolved AV and computer issues during power outages, minimizing disruption.

Winter Break Internship

December 2023 – January 2024

- Prepared laptops for deployment by imaging systems for the school year.
- Installed RTX A6000 GPUs into Nutanix servers, including hardware setup.
- Delivered timely support to resolve Help Desk tickets.

Summer Internship

May 2023 – August 2023

- Spearheaded a Core Network Swap and Network Labeling project to optimize performance.
- Deployed Aruba Access Points, enhancing Wi-Fi reliability and coverage.
- Established an Inventory and Asset Management system for hardware/software tracking.
- Provided end-user support by resolving Help Desk tickets efficiently.

Job Shadowing Experience

August 2022

- Observed IT staff to understand project objectives and timelines.
- Gained practical knowledge in computer imaging and network hardware setup.
- Installed switches and replaced Ethernet cables in classroom environments.

PROJECTS

Consumer Behavior Simulation Analysis

- Designed a simulation model in NetLogo to analyze consume behavior patterns based on external stimuli.
- Visualized data trends and presented actionable insights, improving decision-making strategies.

HomeLab Setup and Management

- Deployed Vaultwarden with Let's Encrypt for secure password management and HTTPS encryption on a custom domain.
- Configured Pi-hole & AdGuard Home for network-wide ad blocking and enhanced online security.
- Implemented Syncthing & Nextcloud for seamless data synchronization across multiple devices.
- Set up Tailscale VPN on Ubuntu for secure, peer-to-peer remote access.
- Utilized Termius for efficient remote server management and improved IT infrastructure accessibility.

COMMUNITY INVOLVEMENT

AmeriCorps Summer Educator

The Institute of Advanced Learning and Research

Served as Summer STEM Educator through the Dan River Year AmeriCorps program. Coached elementary and middle school students in multiple online platforms including Black Rocket, Minecraft, and Information Technology systems. Assisted summer bridge programs by providing students with the tools required to be successful in reading comprehension, standardized testing, and positive literacy outcomes. Served as a team player to design summer lesson plans and STEM related activities for summer camps. Provided a structured learning environment for summer programs, while promoting PBIS strategies and classroom management. Through the Dan River Year AmeriCorps program, I was awarded a Segal education award for completing a term of national service.

EDUCATION

Bachelor of Science in Computational Data Science (Expected May 2026)

George Mason University

CERTIFICATIONS

- Microsoft PowerPoint 2013 – 2020
- CompTIA Strata IT Fundamentals – 2019

SKILLS

Technical Skills:

- IT Support, Network Configuration, Asset Management, Computer Imaging

Programming:

- Python, C, SQL

Soft Skills:

- Quick Learner, Problem Solving, Strong Communication