Ayoob Florival

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EDUCATION

Rutgers University   New Brunswick, NJ
Bachelor of Arts in Computer Science   *December. 2023 – December 2026*

Brookdale Community College   Lincroft, NJ
Associate's in Computer Science   *August. 2021 – December 2023*

EXPERIENCE

IT Support Associate   July 2024 – Present
Rutgers University   *Piscataway, NJ*
- Providing desk-side and remote support to 100+ staff members, maintaining 95% satisfaction rate and average response time of under 30 minutes using the ServiceNow ticketing system
- Successfully deploying and configuring 46+ devices across 6 departments
- Maintaining internal documentation to keep up with changing methods
- Using Python and Selenium to automate 20% of daily tasks increasing work throughput
- Developing PowerShell and Python scripts to decrease imaging time by 34%

Full Stack Developer   June 2024 – Present
HackRU   *New Brunswick, NJ*
- Developing the HackRU 2024-2025 website back-end infrastructure using TypeScript and Node.js
- Implementing and deploying critical API endpoints including /read, /authorize, /points, and more using AWS Lambda
- Collaborating with the design team in order to create a beautiful website
- Contributed to the migration of legacy systems to a modern ExpressJS framework
- Participated in agile development processes, including weekly stand-ups and sprint planning

Esports Student Associate   Sep. 2023 – December 2023
Brookdale Community College   *Lincroft, NJ*
- Provided technical support to 50+ weekly guests across multiple gaming platforms (Windows, Leap.GG, PlayStation, Xbox, Switch), resolving an average of 11 technical issues per 6 hour shift
- Maintained spectacular customer service skills to provide a welcoming atmosphere to guests of the esports arena
- Managed and configured a network of 25+ gaming stations, including IP address management and troubleshooting
- Organized and executed 3 successful gaming tournaments with 30+ participants each, increasing student engagement by 40%

SKILLS & INTERESTS

Technical Skills: Python, Java, JavaScript, TypeScript, C#, PowerShell, Bash, SQL, MongoDB, Linux/UNIX
Software & Tools: Docker, Git/GitHub, GCP, ExpressJS, JavaFX, Selenium, JUnit, Jest, Maven, Postman, Agile
Interests: PC Building, Reading Comics, Gaming, Esports, Home-lab Development

PROJECTS

Homelab | *Linux, Docker, Virtual Machines*   May 2023 – Present
- Established and maintained two personal home-lab environments, Raspberry Pi with Pi-OS and a Dell computer with Debian, for hands-on experience with enterprise-level technologies
- Deploying and managing multiple services including a Terraria game server, demonstrating practical server administration skills
- Implementing networking fundamentals including VLAN configuration, port forwarding, and firewall management
- Building and maintaining Docker container environments, managing multiple containerized applications and services

HackRU.org | *React, ExpressJS, MongoDB, Typescript, AWS Lambda*   June 2024 – Present
- Developing the HackRU 2024-2025 website back-end from the ground up
- Deploying various REST APIs including but not limited to the /read, /authorize, and /points
- Tested APIs using the Jest framework for quality assurance