

Abdulaziz A. Arrak

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PROFILE

Bilingual senior CIS student with A+ certification. Over 3 years of help desk experience. And a strong interest in Information Security.

EDUCATION

University of Louisville, Louisville, KY Expected: May 2019

B.S.B.A Computer Information Systems

- Concentrations: Information Security; Web Development; Business process management
- Minors: Marketing; Management

Jefferson Community & Technical College, Louisville, KY 2015

Associate in Arts; ESL

- Dean's List
- GPA 3.7

RELEVANT EXPERIENCE

Cardinal Health, Louisville, KY April 2018 – Present

Customer Success Technician

- Responsible for multiple projects focused on improving customer experience
- Assist government customer service with creating a standard process for invoicing government customers for their orders

University of Louisville-Miller Information Technology Center, Louisville, KY Jan. 2016- April 2018

Student IT Technician

- Maintain computers and replace parts
- Organize services and troubleshoot technical errors

Yum KFC Help Desk, Louisville, KY May. 2017 – December 2017

Help desk analyst

- Review sales and Troubleshoot technical errors
- Team projects

Jefferson Community and Technical College-Library, Louisville, KY 2013-2015

Student IT Technician/Computer Help Desk

- Troubleshoot technical issues and maintain personal devices
- Assisted students with Microsoft office suite and registering for classes

CAMPUS & COMMUNITY INVOLVEMENT

Guiding Light Islamic Center, Louisville, KY June 2015-Present

- Teach Arabic; Assist in organizing events for kids and the community

Muslim Student Association, University of Louisville August 2015-Present

- Attend meetings and participate in community events

Phi Theta Kappa Honor Society, Jefferson Community College 2014-Present

TECHNICAL SKILLS & CERTIFICATIONS

- Microsoft Office Suite including Access, Excel, Word, and PowerPoint
- Bridging the Gap - Medical Interpreter Training
- A+ certification
- C#
- SQL, HTML and Java Script

LANGUAGES

- Fluent in Arabic and English

References

References are available prerequisite