

**Tristen Khatibi**

7917 Hanna Ave  
Canoga Park, CA 91304

818-297-2258  
[tristenk156@gmail.com](mailto:tristenk156@gmail.com)

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**Experience****Systems Configuration Specialist - Rooftop Digital****July 2021 - August 2021**

- Directed and Configured various workflow processes pertaining to IT Service Management Systems
  - Provided instruction, training, and documentation to Team Members
  - Collected feedback regarding the current Ticketing System and used insight to refine the System further
  - Developed the Official Team Queries (JQL) that should be performed for weekly ticketing reporting with management
- Developed Software for a revenue generating component for the Company
  - Emphasis on organizing files into a certain specified data structure
  - Met with Client and Technology Teams to ensure product delivered to satisfaction
  - Software was written in Python 3 using Google Drive API v3
  - Software gathered needed information and was stored in a local SQLITE database for data preparation
  - Developed the crucial queries in SQLITE and data cleaning steps in order to completely perform the file organization
  - Prepared a full operational guide (document and video) on the software written, including the necessary queries and order

**IT Support Specialist - Rooftop Digital****September 2019 - July 2021**

- Provided various helpdesk services and resolutions to operational problems
  - Coordinated and led IT troubleshooting, onboarding, and research efforts
  - Configured, administered, and deployed systems and software
- Presented and Reported critical information pertaining to Systems and Processes
  - Efforts were highly detailed and organized within Google Docs
  - Documents were well worded, having the necessary charts to illustrate the information (any detailed breakdowns were linked externally for brevity)
  - Developed best practices and standardized reporting methods
- Operated as a liaison on behalf of the Technology Team
  - Met with stakeholders in gathering information for projects
  - Procured requested systems and software for departments
  - Developed, automated, and improved workflows across several departments

**IT Assistant - Rooftop Digital****May 2017 - July 2018**

- Served as low level IT Support for the Technology Team, resolving many issues relating to account access, email, and computer hardware
  - Documented and presented technical processes
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## Education

*B.S. of Computer Science*

**California State University Northridge,**  
Los Angeles, CA

Fall 2019 - Spring 2021

**Los Angeles Pierce College,**  
Los Angeles, CA

Fall 2015 - Spring 2019

## Educational Accomplishments

- Part Time Dean's Honor List Spring 2018 - Spring 2019
- President's Honors Spring 2019
- President's Education Award for Academic Achievement Spring 2011, Spring 2015

## Technical Skills

- **Administration:** Jira Cloud, Jira Service Management, Google Workspace Admin, Lastpass Admin Console, Office365 Administration
  - **Technology and Frameworks:** C, C++, C#, CSS, GD Script, HTML, Java, JavaScript, JSON, JQL, SQL, SQLITE, Zapier
    - Also familiar with: Selenium IDE, MSSQL, Python
  - **Operating Systems:** Windows, MacOS
  - **Project Showcase**
    - [Recipe Site Epic](#) - Full Stack SPA Application following the MVC design pattern developed in ASP.NET to create and store Recipes (TypeScript, C#, HTML, CSS, JavaScript, SQL, hosted on AWS and MS Azure)
    - [DMCIVG](#) - Video Game which composes music dynamically in real-time (GD Script, PD)
    - [Minecraft Museum](#) - Website demonstrating a 3D framework (HTML, CSS, JS, A-Frame)
    - [PMS Demo](#) - Project Management System demo application (WIX, JS, CSS)
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