

Didarul Tamim

DidarulT@outlook.com ❖ (213) 570-3947 ❖ Los Angeles, California
linkedin.com/in/didarul-tamim/

EDUCATION & CERTIFICATION

Los Angeles City College

January 2021 – Expected Graduation June 2022

Associate of Arts in Computer Information Systems

Los Angeles, CA

- **Certification:** CompTIA A+

California State University, Los Angeles

May 2019

Bachelor of Science in Public Health (Community Health Concentration)

Los Angeles, CA

SKILLS

Technical Skills: Windows 10 OS, macOS, PC Hardware, Networking, TCP/IP, VLAN, Troubleshooting, Microsoft Office Suite, Google Workspace, Jira, Slack, Cisco WebEx, Microsoft Teams, Zoom

Soft Skills: Customer Support, Team Collaboration, Strong Organization Skills, Adaptability

WORK EXPERIENCE

Snap Inc.

March 2021 – August 2021

Associate Network Engineer

Santa Monica, CA

- Tier 1 network support.
- Monitored and configured devices on SolarWinds Orion platform ensuring the network performed smoothly.
- Performed VLAN changes on Ruckus ICX switches.
- Worked on Jira tickets and dashboard to monitor incoming tickets to ensure the team can meet our SLA.
- Performed and changed DHCP reservation via Infoblox.
- Led and oversaw a project to configure Lighthouse to manage 85 separate Opendns Console Servers.
- Contributed to documentation project to help Snap employees work successfully from home.
- Expanded knowledge base of Arista and Cisco Switches using GNS3 to run network simulations.

First to Serve, Inc.

July 2020 – September 2020

Client Support Staff

Los Angeles, CA

- Identified homeless client's issues and provided solutions for them that resulted in a safer shelter environment.
- Managed shelter facility's security and inventory so shelter ran smoothly.

Contractor for Los Angeles County Registrar-Recorder/County Clerk

February 2020 – March 2020

Field Service Technician

Los Angeles, CA

- Performed tier 1 help support by installing and setting up voting machines and electronic poll books (iPads).
- Troubleshoot, fixed, and created ticket for voting machines and electronic poll books (iPads).
- Provided technical customer support via phone and in person, successfully resolving 5 issues an hour.

APLA Health

January 2019 – June 2019

Case Manager Intern

Los Angeles, CA

- Provided face to face/telephone case management of 3-6 clients per hour using an internal application system that resulted in them being referred to benefits such as housing, nutrition, mental health, etc.