

Michael Hakim

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Experienced IT Support Specialist with strong knowledge of multiple softwares and systems. Excellent communication skills, troubleshooting / help desk abilities, and customer service looking to add value while expanding personal growth and professional development. Successfully completed 4 paid technology internships. Special skills:

- Experience with Windows 10 / Windows 7, Microsoft Office, and other business applications
- Experience supporting mobile devices
- VPN and remote access troubleshooting
- Tools: Ansible, Linux, VMWare, Bootstrap, NodeJS, GitHub, MS Suite, Adobe Suite
- Databases: Oracle SQL, MySQL, Apache Spark, AWS Redshift
- Programming Languages: Python, SQL, Java, PHP, HTML, YAML

EDUCATION

University of California, Santa Cruz

B.S. Computer Science, Minor Mathematics

Graduating Class June 2020

WORK EXPERIENCE

Information Technology Specialist, Santa Cruz, CA

June 2016 – Present

Information Technology Specialist

- Resolve tier 1 and tier 2 incoming issues
- Install and configure computer hardware, software, systems, networks, printers and scanners
- Repair and replace equipment as necessary
- Support the implementation of new solutions or applications and mobile devices
- Onboard users (set up systems and accounts, etc.)
- VPN and remote access troubleshooting
- Provide phone, remote desktop, and onsite support as needed, maintain helpdesk ticketing system

Tata Communications, Matawan, NJ

June 2019 – August 2019

Automation Intern

- Create ansible playbook to automate installation and configuration of virtual hardware (SBC) based on geographical location running Red Hat OS
- Optimize efficiency of playbook through scenario testing on multiple virtual machines
- Automate tasks such as file transfer, shell commands, and text file editing using YAML
- Create guidebook, deploy project, and present results to senior staff

Scoot Education, Culver City, CA

June 2018 – August 2018

Graphic Design Intern

- Design a company welcome card and gift box for new employees using Adobe Photoshop and Illustrator
- Implement strategy to maximize social media outreach by optimizing company Instagram through targeted posts using Facebook ads

Dun & Bradstreet, Malibu, CA

June 2016 – August 2016

Software Development Intern

- Create a mileage calculator, automate travel expenses with 95% accuracy, and reduce mileage errors by 56%
- Implement the mileage calculator online to facilitate use and report efficiency
- Program in Python and PHP
- Perform IT/Help Support Desk with software installation and troubleshooting problems

City of Santa Monica Youth Tech Program, Santa Monica, CA

June 2015 - September 2015

Technology Intern

- Reconfigure website for a local startup (online city bike rental) using HTML, CSS, and JavaScript
- New design increased internet traffic by 70%

INTERESTS

- **Habitat for Humanity:** Volunteer