Rishi Lalbahadur

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Summary

Proficient Information Technology May 2020 graduate with two years of Help Desk experience seeking to leverage solid technical skills by June 15, 2020 or later

Highlights

- Operating Systems - Windows 7, Windows 10, Mac, Ubuntu, CentOS
- Programming - Java, Python, C#, HTML, PHP, CSS, JavaScript, JSON, Angular
- Database experience - MySQL, PhpMyAdmin
- System Administration - Microsoft Office 365, Apache, AFS
- Containers - Docker
- Virtualization - VirtualBox, VMware, Azure
- Message Broker - RabbitMQ
- Directory Service - Microsoft Active Directory

Experience

Tier 1 Help Desk - Hack, Piro, O'Day, Wallace, Merklinger & Mckenna Law Firm
May 2018 - Present

- Commended for quickly resolving complex issues with network failures
- Partnered with Tier 2 Help Desk employees when escalating complex issues
- Eliminated viruses from Windows 7 using Windows Registry Editor

Information Technology Administrator Intern - Partnerships for People, Inc.
September 2018 - September 2019

- Successfully coached and transferred employees to utilizing a new software for documenting client data improving organization work pace and efficiency
- Sourced vendors for infrastructure repairs and updates
- Negotiated budget and inventory plans with HR upon sourcing vendors
- Performed risk assessments to determine constraints and to develop mitigation strategies
- Managed Microsoft Office 365 tenants
- Stripped and assembled ethernet cables improving internet performance

Education

May 2020: BS in Information Technology, New Jersey Institute of Technology

Projects

- Constructed a team system integration project to retrieve FEC campaign data
  - Utilizes queues, authentication, a front end, a back end, security, scalability, and downtime strategies
  - Transferred project infrastructure to Azure amid the coronavirus pandemic
- Constructed a secure Cisco VLAN network feasible for enterprises utilizing Cisco Packet Tracer for simulating Cisco products and Cisco security features