

EDUCATION:**Schoolcraft College**

Associate in Business Administration

Major: Business

Livonia, MI

May 2016

Relevant Courses taken at University of Michigan- Dearborn:

- Database System I, II
- Networking
- Information Security
- Decision Science – Statistics
- Advanced Computer Application
- Operation Management

Academic Projects:**The University of Michigan-Dearborn**

- Developed and presented a database system for MetroPCS
- Created a proposal to help the Ittizmo team towards app development; the app integrates GPS systems with google glasses to help reduce distraction and limit accidents. Won best business model

Certificates:

CompTIA A+

Skillsoft Rapport Building in customer Service

Stefanini Providing Telephone Customer Service

Expected: May2020

April 2020

April 2020

Work Experience:**Stefanini**

IT Service Helpdesk

Southfield, MI

August 2019 – Present

- Assisting internal and external clients with hardware and software technologies, including preventative maintenance.
- Supporting clients with technical issues.
 1. Password reset
 2. Internet connectivity issues
 3. emailing options
- Escalating problems to the next level of support when necessary.
- Troubleshooting hardware, software and network related issues.
- Logging remotely to client's computer and help them solve software issues.
- Documenting issues into the ticketing system.
- Use Active Directory to find users account.

Accounting Aid Society

IT Assistant and Facilities Coordinator

Detroit, MI

November 2017- August 2019

- Provide technical support to computer users agency wide
- Trains staff and partner organizations on hardware and software applications
- Identifies hardware or software issues; communicating needs and working with lead Information Technology Coordinator to resolve
- Manage equipment logistics, including; delivering, setting up, and breaking down at agencies various 24 locations in Oakland, Macomb, and Wayne County
- Maintains files and databases
- Performs preventative maintenance on equipment
- Responsible for organizations web based asset tracking system and allocation of equipment to sites
- Install hardware and software applications

Kohl's

Sales Associate

Northville, MI

October 2017 – December 2017

- Conducted monthly and yearly inventory to prepare for future orders
- Assisted customers with sales orders
- Worked as a cashier to ensure all customers were assisted.

SKILLS:

Computer Skills: Proficient in Microsoft Word, Excel, PowerPoint, Access, Project, Visio, HTML, Visual Basic, and familiar with C++ programming

Languages: Arabic, English