**Zayd Sikder**

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**WORK EXPERIENCE**

**Boeing IT Help Desk February 2020 – April 2020**

*Break/Fix Technician El Segundo, CA*

* Dell Contractor providing support to Boeing employees to increase productivity.
* Solved hardware/software IT tickets on custom Boeing dashboard for users on both physical(laptop) and mobile (iPhone/Android) devices
* Scope of duties included:
  + Outlook profile setup/ Windows 10 Profile management
  + Inventory management
  + Boot-loop/Hardware Repairs
  + Reimaging windows and
  + Windows 7 to windows 10 migration through network backup/ little experience with SCCM
  + Setting up /reinstalling network drivers to work under Boeing networks
  + Active directory, group policy, and malware/ virus removal
  + System backup and system recovery
  + And much more

**Seasonal Whole Foods Shopper January 2019 – Dec 2019**

*Amazon Workforce Torrance, CA*

* Worked at Amazon workforce with team members and communicated with them to make processes more productive and more efficient

**IT Technician/Help Desk January 2012 – Dec 2019**

Did A+, Networking+, Security+, switches, VLAN, Active directory, server management and upkeep. on the over health of the network and installation of video/ camera/ surveillance of IP camera system, redid cabling clutter issue (that was a fun project- lol), and much more.

* Link: <https://1drv.ms/u/s!AlGSL_2dH30XgYZo1-biV_OpT6Zszw?e=zbrV38>

**CERTIFICATIONS**

**CompTIA A+ certification**

**CompTIA Network+**

**CompTIA Security+**

**CompTIA Linux+**

**CompTIA CySA+**

**CompTIA CSAP+**

**CompTIA PenTest+ Expected November 2020**

**Microsoft MD-101**

**Microsoft MS-700**

**Microsoft Az-104**

**EDUCATION**

**ABCO College of Technology Completed February 2020**

*Cyber Security Inglewood, CA*

* Completed cybersecurity course to prepare for certification from CompTIA
* Did supervised penetration testing on a dummy website to learn vulnerabilities

**California State University- Northridge *Expected Graduation* June 2023**

*BS, Electrical Engineering Northridge, CA*

* Completed Lower and Upper Division courses for Electrical Engineering

**SKILLS & INTERESTS**

* **Skills:** MS Office suite, VMware Application, Data Analysis, Teamwork, LINUX scripting, Java and C++, Data Privacy, Troubleshooting, Privacy, Cybersecurity, DNS, DHCP, Encryption, SCCM, log, Routers, Switches, Laptops,
* **Other skills:** Help desk, Laptops, Privacy, Microsoft windows, Azure Active directory, group policy, and office 365 teams, network cabling, and installation, WSUS, SCCM, SSO, Group policy, Windows 10

**Links to certifications**

* [**https://query.prod.cms.rt.microsoft.com/cms/api/am/binary/RE43VcF**](https://query.prod.cms.rt.microsoft.com/cms/api/am/binary/RE43VcF) **-MS700**
* [**https://www.comptia.org/certifications/a**](https://www.comptia.org/certifications/a)
* [**https://www.comptia.org/certifications/linux**](https://www.comptia.org/certifications/linux)
* [**https://www.comptia.org/certifications/network**](https://www.comptia.org/certifications/network)
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* [**https://www.comptia.org/certifications/cybersecurity-analyst**](https://www.comptia.org/certifications/cybersecurity-analyst)
* [**https://www.comptia.org/certifications/comptia-advanced-security-practitioner**](https://www.comptia.org/certifications/comptia-advanced-security-practitioner)