**ZAHIN RAHMAN**

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# EDUCATION

**California State University, Channel Islands**

Bachelor of Science in Information Technology May 2020

• *Relevant Coursework*

o Database Theory and Design

o Computer System Security

# TECHNICAL SKILLS

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| --- | --- |
| *Languages*   * MySQL * Unix * Java * Python * Javascript | *Software*   * HyperV * Docker * AWS Cloud Foundations   Certification   * Ansible * Github/Bitbucket |

# WORK EXPERIENCE

**TeamLogic IT** **|** Los Angeles, CA July 2020 – Present

## Tier 1 Support Administrator / Field Technician

* Provide Tier 1 helpdesk support for over 50 clients throughout organization, including extensive use of Active Directory, Office 365 administration, Google Suite administration, and Amazon Azure environments
* Troubleshoot Basic local networking issues including DHCP, DNS, and VPN
* Responsible for managing dispatch schedule of technicians to client locations
* Provide onsite support for clients throughout Southern California including, but not limited to: cabling, security assessment, hardware installation, data recovery, server management and general support
* Document technical Standard Operating Procedures for the support team and maintain client data integrity
* Configure Virtual Environments for testing and other various purposes

**Penske Corporation** **|** Los Angeles, CA January 2020 – July 2020

## I.T Intern

* Responsible for operating, hosting, and maintaining websites using Ansible and NginX
* Provided tier 1 helpdesk support throughout organization, including onboarding new employees
* Work with application developers in order to assist in modifying the database structure as necessary
* Update database tables on the backend by writing SQL queries