Isaiah Hajabolhassan

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Education

Bachelors of Science in Computer and Electrical Engineering **Expected Graduation May 2026**
Oklahoma State University *Stillwater, OK*

Relevant Coursework

- Fundamentals of Circuits
- C++ programming
- Computer-Based Systems
- Digital Logic Design

Experience

Oklahoma State University **January 2022 – December 2024**
IT Help Desk Shift Lead *Stillwater, OK*

- In-Person Support: Delivered hands-on IT support, assisting users with on-site technical issues, showcasing a diverse skill set that includes troubleshooting hardware and electrical components.
- Project Involvement: Participated in IT-related projects, assisting in research, design, and implementation efforts.
- Quality Control: Implemented rigorous quality control measures, meticulously reviewing tickets to ensure compliance with established standards, thereby maintaining a high level of service quality.
- Mentorship and Support: Provided guidance and mentorship to junior phone agents, offering assistance, answering questions, and fostering their professional growth.
- Escalation Handling: Successfully managed escalated calls from frustrated customers, demonstrating strong problem-solving skills and the ability to de-escalate tense situations while resolving technical issues promptly.

IT Technical Support Specialist **January 2024 – Current**

- Advanced Problem-Solving: Constantly resolves several hardware and software related issues for computers and printers that arise
- App Development: Develops programs through Power Automated to complete tasks that would usually be done by a person

Projects

Automatic Plant Watering System: | *Python, Arduino IDE* **Spring 2023**

- Designed and implemented an autonomous plant watering system using electrical engineering principles.
- Utilized a moisture sensor and resistance calculations to monitor soil moisture levels.
- Applied current control by using a relay to regulate watering.
- Gained knowledge in circuit design and sensor integration for automation.

Racing Drone Construction: | *Beta Flight Configurator, ExpressLRS* **Summer 2023**

- Constructed a racing drone from scratch, emphasizing electrical engineering skills.
- Integrated analog goggles for first-person view (FPV) flying, showing strong knowledge of video transmission systems and drone electronics.
- Developed and fine-tuned flight control algorithms, gaining strong knowledge of control systems.

HVAC Vent Automation: | *Python, Raspberry Pi* **Fall 2023**

- Engineered an HVAC vent automation system for a hackathon event
- Utilized a thermistor to monitor temperature and humidity levels in a room and employed an IR sensor for occupancy detection, enabling the vent to open or close based on environmental conditions and occupancy.
- Gained Knowledge in sensor interfacing, microcontroller programming, and automation.

3D Resin Printer: | *Python, Arduino IDE, AutoDesk Fusion* **Spring 2024**

- Assembled a a personal resin 3D printer using several online open-source schematics, BOM's, and instructions
- Created and modified existing CAD files to create the support and frame for the 3d printer
- Prototyped a working build then soldered multiple complex components onto a PCB
- Gained Knowledge on how to read technical documentation, adapt that documentation to the needs of the project like learning CAD software, and prototyping and eventual fabrication of a finished product

Technical Skills

Languages: Python, Java, C/C++, SystemVerilog
Certifications: Dell Client Foundations, Dell PowerEdge Corrective Maintenance