

Hamzah H. Alziq

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EDUCATION

New Jersey Institute of Technology

Newark, New Jersey

B.S. in Information Technology

Network & Information Security Specialization

Expected Graduation, Dec 2025

- o **Related Coursework:** Data Structures & Algorithms, Objects & Design, Computer Organization & Programming, Object-Oriented Programming, Web development, Database System & Design Management

EXPERIENCE

J Fletcher Creamer & Son

Hackensack, NJ

IT Support

May 2024 – Present

- Created, modified, and deleted user accounts, groups, and organizational units within Active Directory.
- Managed user access rights and permissions.
- Logged, tracked, and resolved user support requests within ServiceNow. Prioritized and escalated issues as needed.
- Installed and configured new computers, laptops, and peripherals.
- Ensured proper network connectivity and software installations.
- Assisted users with password resets, account unlocks and maintained security protocols while ensuring user access.
- Resolved VPN connectivity issues for remote users.
- Configured and tested VPN settings.
- Cleared caches, cookies, and browsing history to resolve application and website issues.
- Guided users through troubleshooting steps.

PROJECTS

Website Portfolio

- Implemented responsive design principles, ensuring optimal viewing experience across all devices
- Constructed a visually appealing and user-friendly website utilizing HTML, CSS & Javascript
- implemented a contact form and links to my linkedin & gitHub profile

Income Tax Calculator in C++

- Demonstrated proficiency in C++ syntax, data structures, control flow, object-oriented programming (OOP) principles
- Created a user-friendly interface (console or graphical) for data input, selection options, and output display
- Ensured valid user input through data validation techniques, preventing errors and improving program robustness.

SKILLS

Technical skills: Windows OS Proficiency, Mac OS, Linux, Microsoft Office Suite, Google Workspace, Software Troubleshooting, Remote Access Software (TeamViewer), Active Directory, Azure, ServiceNow, Hardware & Peripheral Troubleshooting, Mobile Device Support, Debugging

Soft Skills: Strong Written and Oral Communication, Attention to Detail, Problem Solving, Customer Service, Time Management, Patience, Continuous Learning.

Programming Languages: C/ C++, Python, SQL, HTML, CSS, Javascript (familiar)

Certification: IBM Z Xplore - Concepts

