

**ABDULRAHEEM KASUMU**  
**Chicago, IL | 312-610-0524 | Raheem\_kasumu@outlook.com**

**OBJECTIVE**

Technically skilled professional with hands-on experience in equipment maintenance, troubleshooting, and precision-driven tasks. Seeking to leverage a background in computer engineering and customer-facing technical roles to contribute to efficient manufacturing operations.

**SKILLS**

**Technical:** Equipment Maintenance, Troubleshooting, Machinery Operation, Safety Compliance, CAD Basics

**Soft Skills:** Team Collaboration, Detail-Oriented Process Optimization, Problem Solving, Active Listening

**Tools:** Diagnostic Software, Inventory Management Systems, Microsoft Office Suite

**EDUCATION**

University of Illinois at Chicago | Chicago, IL

Bachelor of Science in Computer Engineering | August 2021 – Present

Harold Washington College | Chicago, IL

Associate of Science in Computer Engineering | March 2017 – August 2020

- Dean's List | Phi Theta Kappa Honor Society (2018–2020)

- STEM Club Member | One Million Degrees Scholar

**WORK EXPERIENCE**

**Micro Center | Chicago, IL**

**Customer Service Representative & Service Technician | [July 2023] – Present**

- Diagnose and repair hardware malfunctions for electronics, reducing equipment downtime by 25%.

- Perform routine maintenance on machinery, ensuring compliance with safety and operational standards.

- Train new technicians on diagnostic tools and troubleshooting protocols.

**Ross Dress for Less | Chicago, IL**

**Sales Associate | August 2018 – March 2023**

- Managed inventory with 99% accuracy, optimizing stock placement for efficiency.

- Processed 50+ daily transactions with zero discrepancies, emphasizing attention to detail.

**Cisco | Chicago, IL**

**IT Intern | July 2017 – September 2017**

- Collaborated on installation of 360+ Cisco phones, adhering to technical specifications and safety guidelines.
- Documented system configurations and provided post-installation troubleshooting support.