

ABDULRAHEEM KASUMU

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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

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 – March 2025]

- 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.