Hridhima Karmakar

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PROFESSIONAL SUMMARY

Detail-oriented Information Systems junior at UT Arlington with hands-on experience providing technical support, systems troubleshooting, and data analysis within dynamic IT environments. Demonstrated success managing IT service tickets, resolving hardware and software issues, and developing documentation for diverse users. Proficient in C++, Python, Java, Tableau, and Power BI with strong command of MS 365 and SQL databases. Collaborative team player committed to enhancing efficiency and delivering actionable insights through technology.

EDUCATION

B.S in Information Systems.   08/2022 – 05/2026 (Expected) | Arlington, TX
The University of Texas at Arlington

WORK HISTORY

Student Administrative Support | Office of Information Technology (OIT)   09/2024 – present | Arlington, TX
The University of Texas at Arlington
- Provided technical support for university software database systems, resolving 50+ support tickets monthly with a 98%+ resolution rate.
- Enhanced troubleshooting efficiency by 30% through improved documentation, detailed FAQ creation, and proactive problem-solving.
- Assisted end-users with software training, ensuring optimal utilization of IT resources and systems.

Maverick Orientation Leader   01/2024- 08/2024 | Arlington, TX
The University of Texas at Arlington
- Designed and implemented engaging orientation sessions for 100+ students every day, increasing participation and engagement by 25%.
- Offered personalized guidance and support to new students, assisting them in navigating academic and personal challenges.
- Facilitated effective team-building activities and interactive programs, positively impacting student retention.

Sales Account Executive | UTA The Shorthorn   02/2023 – 05/2024 | Arlington, TX
The University of Texas at Arlington
- Managed targeted email campaigns and client outreach initiatives, leading to a 30% increase in conversion rates.
- Negotiated and closed 10+ contracts, driving 20% revenue growth in assigned territory.
- Collaborated with 10+ cross-functional teams to identify new sales opportunities, increasing market reach.

SKILLS

- Technical Skills: NumPy, SQL, MySQL, Data Warehousing, Data Mining, Oracle, Power BI, Tableau, Microsoft 365, Wireshark.
- Soft skills   : Customer Service, Technical Communication, Network Troubleshooting, Problem Solving & Analytical Thinking.

PROJECTS

Employee Management System | *Java, Object-Oriented Programming (OOP)*
- Developed a scalable system for managing 100+ employee records using Java.
- Created a UML Class Diagram to document system structure, improving developer onboarding time by 40%.
- Built and tested a driver program that successfully processed 5+ employee records in real-time, ensuring seamless execution.

Crime Rate Prediction | SQL, *Python, Tableau, Regression Analysis*
- Queried and analyzed a crime dataset of 100+ observations and 7+ variables using SQL to extract key socioeconomic indicators influencing murder rates.
- Utilized Tableau for visual data exploration and insights presentation, effectively communicating regression analysis results to stakeholders.

ORGANIZATIONS

- **Organizing Board Member** | *Bangladesh Student Organization | UTA*   **Arlington, TX**
- **Volunteer** | *BDRCS (Bangladesh Red Crescent Society)*   **Dhaka, Bangladesh**