

# OMAR RAHMAN

Orlando, FL · omar@omartech.me · (123) 456-7890 · www.omartech.me · github.com/iberamen

## EXPERIENCE

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### Deloitte

*Solutions Analyst*

Lake Mary, FL

May 2019 - Present

- Led the project on creating an IT help desk from the ground up for a national bank, leading to a successful project launch handling 100s of tickets a day.
- Automated the imaging process for hundreds of laptops which increased new device deployments by a factor of five.
- Managed and troubleshoot Active Directory, FiServ applications and ServiceNow integration, decreasing ticket volume handle time by 30%.
- Created Python workshops to introduce programming and Deloitte to students, increasing new talent job applications.

### Geek Squad

*Advanced Repair Agent*

Orlando, FL

September 2016 - May 2019

- Achieved the highest computer repairs per hour in the market which led to a boost in client satisfaction by 20%.
- Influenced work efficiency by creating new computer repair workflows which increased work productivity by 50%.

### Freelance

*Software Engineer*

Orlando, FL · Amman, Jordan

June 2014 - September 2016

- Facilitated client websites and servers to ensure reliability, which accelerated business up time.
- Developed timezone management integration and weather data support into a MySQL database which decreased website load times by 10%.
- Implemented Content Management Systems (CMS) and deployed cloud AWS instances for small businesses.

### Microsoft

*Apprentice*

Amman, Jordan

June 2012 - June 2014

- Mentored students on the fundamentals of computer programming concepts through visual programming software, which increased student engagement in computer science.
- Developed games using Unity and Unreal game engine in a team based environment.

## EDUCATION

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### University of Florida

B.S Computer Science *GPA: 3.74*

Orlando, FL

January 2019 - Spring 2021

### Valencia College

A.A Computer Science *GPA: 3.55*

Orlando, FL

August 2016 - December 2018

- Programming Coursework: Security in Computing, Object Orientated Java Programming, Advanced C and C++, Algorithms & Data Structures

## SOFTWARE PROJECTS

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### Machine Learning: Chat Moderation Utilized: PerspectiveAPI, JavaScript, Machine Learning, Google Cloud

- Created a chat moderation bot that detects if a users message is toxic and flags it for review.
- Leveraged Google PerspectiveAPI library for machine learning integration.

### Budgeting Application Utilized: AWS, Kubernetes, Docker, PHP, Laravel

- Created a personalized budgeting web application to integrate with financial transactions and scales with demand.

## SKILLS

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### Software:

*Advanced:* Python, Linux, Git,  
HTML/CSS

*Familiar:* PHP, JavaScript,  
MySQL, Java, C++, C

### Awards & Certifications

CompTIA Sec+

Google IT

Apple ACIT

Google Hackathon, 1st Place