npower

ZARIN KHAN

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EXECUTIVE SUMMARY:
IT professional with prior experience working in both the nonprofit and medical industry. Currently CompTIA ITF+, CompTIA A+ and Google Project Management certified. Hardworking team player who is always willing to learn and has excellent time management skills. Experienced in ticket documentation, various software and hardware troubleshooting, working with both internal and external stakeholders and spoken Bangla.

EDUCATION & CERTIFICATION:

University of Michigan Ann Arbor   Ann Arbor, Michigan
Bachelor's of Science: Biology Health and Society   Graduated April 2021

Wayne State University   Detroit, Michigan
Master's of Science in Information Science   Anticipated Graduation Date April, 2026

CompTIA ITF+ Certification: NPower Michigan - (October 2022)
CompTIA A+ Certification: NPower Michigan – (March 2023)
Google Project Management Certificate: NPower Michigan - (October 2022)

LANGUAGES:
Bangla – Speaking Only

PROFESSIONAL & TECHNICAL EXPERIENCE:

Service Desk Agent   January 2023 – Present
GalaxE.Solutions - Detroit, Michigan

- Reduced the number of users completely locked out of their systems by resetting passwords for users using various tools such as Active Directory, Host on Demand, and Mobile Device Management software.
- Improved service level efficiency by creating up to 30 tickets a day that outlined a description of the technical issue, troubleshooting steps performed to resolve the technical issue, and checklist information for higher level technical teams.
- Ensured users stayed connected to the company network by troubleshooting users' connectivity issues with hardware Virtual Private Network (VPN), software VPN, company internet, and cloud based Virtual Desktop Infrastructure (VDI).
- Used various software to remote into users' desktop to troubleshoot such as remoting into VDIs, using Windows' Remote Desktop Connection and Webex.
- Oversaw new user setup by guiding new users with setting up their new technology and teaching them how to use their new technology to minimize disruption during new user onboarding process.
- Followed quality standards set by the service desk during calls by getting quality scores that rank in the top tier category.

Information Technology Apprentice   August 2022 – December 2022
NPower - Detroit, Michigan
23-week instructional program designed to launch tech careers through hands on training, internships, and microwork projects. The program is centered on CompTIA's A+ and ITF+, & Google Project Management and IT Support certifications.

- **Hardware**: Components and devices including cables, storage devices, printers, computers, laptops, routers, and switches.
- **Software**: Troubleshoot PC and mobile device issues including application security support.
- **Operating Systems**: Install and support Windows OS, Linux, and Mac OS.
- **Networking**: Familiar with TCP and UDP ports, protocols, and their purposes and common network devices.
- **Security**: Identify and protect against vulnerabilities for devices and their network connections and implement security best practices.
- **Mobile Devices**: Configure laptops and other mobile devices.
- **Virtualization and Cloud Computing**: Knowledge of common cloud models and cloud computing concepts and virtualization concepts.

Community Engagement Research and Data Analyst Assistant   June 2022 – January 2023

Women of Banglatown – Detroit, Michigan
- Oversaw process of improving the organization through surveying members and analyzing the data.
- Translates and cleanses data from 50 members quarterly in Google Sheets so that the information can be easily read and analyzed.
- Developed quarterly reports for organization in Canva summarizing the activities of over 100 WOB members.
- Conducted 2 field studies by collaborating with an architect, diagraming the area, and documenting the site to aid in the construction of a physical homebase for the organization.

AmeriCorps Vista Member   July 2021 – July 2022

AmeriCorps – Hamtramck, Michigan
- Planned monthly coalition meetings, by overseeing communication, setting up the audio and visual, and taking meeting minutes to aid the organization in growing their coalition.
- Analyzed results from community surveys and created reports based on results to produce community health data for the organization.
- Created and tracked up to 3 budgets per quarter to ensure organization was utilizing grant money effectively.
- Developed educational material quarterly based on research data to provide community members with health information.
- Applied for grants and facilitated up to 4 grant committee meetings per quarter increasing the organization's capacity.

Fellow   October 2020 – June 2021

optiMize – Detroit, Michigan
- Promoted the English language learning project by creating and delivering presentations to over 60 people, securing a $4,000 grant, and promoted to community by creating flyers, collaborating with local organization and direct community with community members.
- Created a budget for the project in Microsoft Excel and Google Sheets to make most effective use of the grant money.
- Facilitated of up to 15 people to help them learn English utilizing their native language.

Physical Therapy Aide   June 2019 – August 2019

Comprehensive Physical Therapy – Hamtramck, Michigan
- Cared for up to 20 patients per day by assessing needs, utilizing medical technology, and interpreting in their native language to ensure that the clinic provides great patient care.
- Provided administrative support by working in the front desk and completing the following duties: checking in with patients, verifying patient information and scheduling appointments.

Lab Assistant   September 2018 – March 2019

University of Michigan – Ann Arbor, Michigan
- Created multiple cultures a day for the scientists for their research on bacteria.
- Created antibiotics for scientists using precise measurement and lab equipment to aid in research.

VOLUNTEER EXPERIENCE:

Youth Leader/Youth Advisory Council Member   August 2020 - Present

Women of Banglatown – Detroit, Michigan
- Advised the organization on outreach to the community, monthly events, grants, and workshops at Youth Advisory Council meetings.
- Participated in monthly volunteer activities and facilitated art classes for the members.
- Facilitated a community listening session in the native language of community members.

TECHNICAL SKILLS:

Hardware: Familiar with components and devices including printers, computers, laptops, routers, monitors, desktop phones and physical VPN

Software: Microsoft Office Suite, Google Suite, Canva, software VPN, ServiceNow, Active Directory, Mobile Device Management, Virtual Desktop Infrastructure, Remote Control

Networking: Familiar with TCP/IP, WIFI and SOHO

Security: Identify and protect against vulnerabilities for devices and their network connections
Virtualization: Configure a virtual environment using Oracle VirtualBox, troubleshoot users' connectivity issues with VDIs by using VDI management software