Mir Ahnaf Ali

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Education

University of Massachusetts Boston   **Expected Graduation: May 2026**
Computer Science, Bachelor of Science | 3.962 GPA
Relevant Coursework: Unix Servers, Embedded System, Statistics, Algorithms

Skills:

Technical Skills: Software/Hardware Troubleshooting, Windows and MacOS Support, Printer/Copier Setup, Wireless Networking
Languages: Proficient: Python(3yrs), JavaScript(2yrs), **Intermediate:** Java (1yrs**),** SQL (1yrs), VBA (1yrs), **Beginner:** C (1yrs)
Software: Office 365, Lucidcharts, AWS, GCP, Langchain, JupyterNoteBook, Bootstrap, Git, Bash
Framework: Scikit-learn, jQuery, MS Azure, Firebase, React, Next Js, Supabase

Experience:

IT Service Desk Consultant   **Jun 2024 - Present**
UMASS   Boston, MA
- Provided hands-on technical support to 100+ students and faculty across Windows, macOS, and mobile.
- Resolved over 50+ IT-related issues involving software installation, printer configuration, and user login problems.
- Assisted users with Wi-Fi connectivity troubleshooting across campus, ensuring stable network access.
- Managed student and faculty accounts across multiple platforms, maintaining data integrity and security.
- Educated students on phishing awareness, contributing to a 10% drop in reported phishing incidents.
- Managed account setup and access control across academic platforms, ensuring secure student/faculty onboarding.
- Supported application configuration and troubleshooting for remote learning tools (e.g., Zoom, MS Teams, VPNs).
- Collaborated with IT supervisors to address complex technical issues and improve service delivery.

IT Tutor   **Sept 2023 - May 2024**
UMASS   Boston, MA
- Tutored 20+ students in Java and Python, focusing on programming fundamentals, and real-world debugging.
- Guided students through basic Unix server setup, including account access, shell commands, and file navigation.
- Taught core terminal operations like chmod, scp, nano, and basic Bash scripting to help students build confidence.
- Assisted students in installing IDEs and programming tools like pycharm, resolving config and path-related errors.
- Provided tailored support to address app installation issues, compile-time errors, and platform-specific bugs.
- Helped improve student performance, with many seeing 15–20% grade improvement in course assessments.

IT Web Development Fellowship   **Apr 2022 - Jun 2022**
CREATIVE IT INSTITUTE   Dhaka, Bangladesh
- Developed responsive websites for clients using JavaScript, Bootstrap, jQuery, HTML, and CSS.
- Collaborated effectively with a team of 10 developers, utilizing GitHub for version and project management.
- Applied IT skills to configure hosting environments, manage domain settings, and troubleshoot deployment issues.
- Ensured cross-platform compatibility and performed regular maintenance for uptime and performance.
- Successfully deployed websites using domain hosting, ensuring accessibility and optimal performance.

Projects:

Automated Attendance SMS System | Client Project (~60 hours) - (GitHub) / (Website link)
- Built a web-based attendance and grading system using Next.js, TypeScript, Tailwind CSS, and Supabase**,** integrating SMS Chef API for automated attendance notifications and real-time student tracking.

NFC Apple Pay Attendance System | Course Project (~30 hours) - (GitHub)
- Built a cross-platform NFC attendance system with dual USB/BLE transport, EMV card parsing, and Excel automation using Python, Arduino, and Tkinter.

Front-end Website |Fellowship Project (~ 40 hours) - (GitHub) / (Website link)
- Developed a fully responsive front-end website for a construction company using JavaScript, HTML, CSS, Bootstrap, and jQuery, incorporating JavaScript functionality to enhance user interaction and provide a dynamic browsing experience.

Activities:

IT Support Specialist UMass Boston - Certified for COMPTI A+ level Techincal Support   **Sept 2024- Nov 2024**