

## EDUCATION

### Pursuing B.S. in Information Technology

Jan 2024 - May 2026

#### New Jersey Institute of Technology - Ying Wu College of Computing

Newark, NJ

- CGPA: 3.1
- Relevant Coursework:
  - Advanced Programming for Information Technology | Intro to Website Development | Analysis & System Design | Information Design Techniques

Sep 2022 - Dec 2023

### Passaic County Community College

Paterson, NJ

- Relevant Coursework:
  - Linux Fundamentals | Fundamentals Of C++ | Information Technology Fund.
  - Programming Fundamentals | Microcomputer Software I | Networking Fundamentals

## Professional Experience

### Help Desk Technician

Mar 2023 - Sep 2023

#### Reliant Realty

New York City, NY

*Level 1 Help Desk Support*

#### Key Responsibilities

- Managed assembly, enhancement, and restoration of desktop PCs from Dell & HP, oversaw printer maintenance, **executed Windows 7 & 10 installations**, and configured systems and peripheral devices
- Provided technical support to hundreds of users as a Service Desk Technician, offering remote and telephone assistance, managing **Microsoft Office 365 (user management, password resets)**, and supporting Active Directory within an enterprise setting
- Managed the setup of new computers and peripherals for new building installations, overseeing imaging, monitor configurations, **dock installations**, printer setups, scanner and fax machine installations, phone setups, and system migrations

## LEADERSHIP EXPERIENCE

- Supervisor | Party City | July 2021 - July 2024
  - Demonstrated ability to lead a team effectively, engage with customers to assess needs and ensure a positive experience, communicate clearly and effectively both verbally and in writing, collaborate within a team environment, and convey detailed product knowledge about Party City's offerings to customers.

## EXTRACURRICULAR ACTIVITY

- Member of Muslim Student Association | New Jersey Institute of Technology - Ying Wu College of Computing | Jan 2024 - Present

## HONORS

- Dean's List I Spring 2024

## KEY SKILLS

• Website Development • Frameworks • Responsive Design  
• Performance Improvement • Version Control • Testing & Debugging  
Relational Databases  
*Technical Skills: HTML5, CSS, Basic JavaScript, Figma, Git, C#, Java, C++,*

## ACADEMIC PROJECT

- Java Chatroom | [Github](#)
  - Created a global chatroom using Java where anyone who joins can communicate with the chat. New joiners will not see the previous chat history and users can break out into separate chatrooms.
  - Users have access to chat features like colored text (red, green, or blue), underlined text, bolded text, italicized text, rolling a dice, flipping a coin, muting/unmuting, whispering, and exporting chat history
  - Git was used for version control