

EDUCATION

Pursuing B.S. in Information Technology	Jan 2024 - May 2026
New Jersey Institute of Technology - Ying Wu College of Computing	Newark, NJ
<ul style="list-style-type: none">CGPA: 3.371Relevant Coursework:<ul style="list-style-type: none">Advanced Programming for Information Technology Intro to Website Development Analysis & System DesignInformation Design Techniques Introduction to System Administration	
Passaic County Community College	Sep 2022 - Dec 2023 Paterson, NJ
<ul style="list-style-type: none">Relevant Coursework:<ul style="list-style-type: none">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
<i>Level 1 Help Desk Support</i>	

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
- Dean's List I Fall 2024

KEY SKILLS

- Website Development • Frameworks • Responsive Design
- Performance Improvement • Version Control • Testing & Debugging
- Relational Databases

Technical Skills: HTML5, CSS, Basic JavaScript, Bootstrap, Figma, Git, C#, Java, C++,

ACADEMIC PROJECTS

- Professional Portfolio** | [Github](#) | [Live Demo](#)
 - Created a responsive professional portfolio website using HTML, CSS, Bootstrap, and a little bit of Javascript.
 - The portfolio showcases my professional experience, technical skills, and projects.
 - Git was used for version control.