

MANAHILL ARSHAD

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SUMMARY

Motivated and detail-oriented Computer Systems Technology Sophomore passionate about IT Operations Management, with strong problem-solving skills, technical expertise, and leadership abilities to enhance business efficiency and drive innovation.

EDUCATION

New York City College of Technology, City University of New York (CUNY)

Major: Computer Systems Technology – IT Operations

Expected Date of Graduation: May 2027

Areas of Interest: Data, Programming, Cybersecurity, Networking

Certifications: Information Security Basics – TEEX, February 2025

SKILLS

Programming: Python, Java, HTML, CSS

Databases: SQL, Microsoft Access

Networking: Basic troubleshooting & configuration

Cybersecurity: Fundamentals, data protection

INTERNSHIPS

New York City College of Technology - Brooklyn, NY Sep 2024 – Present

Undergraduate Research Intern

- Conduct research applying technical concepts to real-world projects in computer science and technology.
- Manage project tasks, track progress, and collaborate effectively in team brainstorming sessions.
- Present research findings to faculty and peers, contributing to academic discussions and publications.
- Utilize advanced software tools and methodologies to analyze data, supporting research-driven.

Future Cloud Technologies – New York, NY

Information Technology Support Engineer (Contract)

January 2024 – February 2025

- Provided hands-on technical support, including managing system configurations and troubleshooting network issues.
- Supported the Open Health New York office by configuring iPads and performing secondary circuit failover testing to ensure seamless network redundancy.
- Utilized various tools such as Ethernet-enabled laptops, console cables, and Allen key sets to perform tasks efficiently.
- Gained experience in integrating cloud technologies like AWS and Azure with traditional IT support systems, preparing for the future of scalable and automated business solutions.

Medgar Evers College - Brooklyn, NY July 2023 to August 2023 - STEP Intern

- Designed eye-catching marketing materials for digital and print campaigns.
- Managed social media accounts, scheduled posts, and interacted with followers.
- Conducted market research using data analysis tools to provide insights.
- Collaborated with the marketing team to develop strategies aligning with the college's branding and outreach goals.

Generational Wealth - Brooklyn, NY July 2024 to August 2024 - Assistant

- Monitored customer satisfaction, utilizing feedback to identify and implement improvements.
- Organized and led training sessions for new team members.
- Prepared comprehensive sales and inventory reports, analyzing trends to suggest improvements in product offerings and sales strategies.
- Assisted in the development and execution of customer engagement strategies.