Mark Hanna

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(6) Mark Hanna | LinkedIn

I am a highly motivated Information Technology student seeking a Systems Administration internship to apply hands-on knowledge in network management, server configuration, and system troubleshooting. Dedicated to ensuring optimal performance, reliability, and security across IT infrastructures. Committed to continuous learning and staying current with emerging technologies. Strong technical, analytical, and teamwork skills make me an excellent candidate for this opportunity.

Education

University of Massachusetts Boston, Boston, MA   05-2026

Bachelor of Science: Information Technology

GPA: 3.8

Relevant Coursework

Intro to Information Technology, Relational Databases, Scripting, Ethics in Computing, Computer Forensics, Project Management, System Administration, Analytics, Web Fluency, Network Security, Capstone, Business and Management.

Honor: Phi Theta Kappa Honor Society,

Dean's list: (2022 Spring- Spring 2025)

Technical Skills

- **Skills:** Object-Oriented Programming, Scripting, Linux/Unix Application, Windows PowerShell, Hash, SQL, Linux Networking and Penetration Testing Tools, Algorithm Development, Java, JavaScript, Python, CSS, HTML. Microsoft Office --- (Project, Word, Excel, PowerPoint, Access, Web Expression, Visio)
- **Web Technologies:** Flask Web Framework, Selenium WebDriver (testing, web-automation), REST API Development, Web Application and Back-end Development, GitHub, JUnit, MS SQL
- **Operating Systems:** Windows 10, 10/S, Windows 11, Mac OS, Linux/Unix, Windows Server 2019, Windows Server 2022
- **Development Tools:** PyCharm, Sublime Text, Idle, Visual Studio, Console/Terminal, ERD Plus, ERP, Tableau, Dynamics, VMware Workstation Pro

Certifications

CompTIA A+ (Pursuing)

CompTIA Network+ (Pursuing)

Course Project

- **Face Recognition Attendance System (Web App)**
  - Designed and built a full-stack web application using FastAPI, JavaScript (face-api.js), and SQL.

- - Integrated a face-recognition camera for real-time student check-ins and attendance tracking.
    - Deployed to the cloud (Render) with secure authentication and responsive web design.
- **Personal Website**
    - Created and hosted a responsive personal portfolio website using HTML, CSS, and JavaScript to showcase technical projects and achievements.
- **Networking Project**
    - **Built a custom Ethernet cable from scratch**, testing and verifying network connectivity using T568B wiring standards.
- **Virtualization & Server Administration**
    - Installed and configured multiple virtual machines using VirtualBox/VMware, including Windows Server and Linux environments.
    - Practiced user management, file permissions, and network configuration within both operating systems.

Professional Work Experience

- **Best Boston Program internship, Boston, MA**   05/2025 - 08/2025
    - Assisted in maintaining and improving the company's website, identifying design and functionality flaws.
    - Edited HTML and CSS elements to fix layout issues and enhance the site's responsiveness.
    - Improved website accessibility and user experience (UX) by refining navigation, formatting, and color contrast.
    - Supported SEO optimization by reviewing meta tags, keywords, and page titles to improve search visibility.
    - Tested website features to ensure proper performance and cross-device compatibility.
    - Helped plan and publish digital marketing content across social media platforms.
    - Collected and analyzed engagement data to identify trends and recommend improvements.
    - Collaborated with the marketing team to develop ideas for brand promotion and online outreach.

Job Experience

Shift Leader Supervisors, Global Partners, Wellesley   2021 – Present

- Handle cash
- Managing a team of 17 employees
- Ensure the satisfaction of the customers.
- Noticing products are out of stock and ordering them Cashier

Savers / Value Village Framingham   2019 – 2021

- Customer service
- Handle cash
- Responsible for maintaining a clean and stocked sales floor
- Receiving products
- Ensure Quality