

## Executive summary

- Bachelor of Science in Computer Science (2021) with 4+ years of IT experience in software support, server installation, and hardware repair.
- Certified in Microsoft Azure Fundamentals (2024) and pursuing Microsoft AI Fundamentals.
- OEM-trained with multiple Dell and Lenovo certifications in client, server, and storage corrective maintenance.
- Proven track record delivering enterprise IT support, ensuring system reliability and SLA compliance.

## Experience

03/2024 – Present, Worldwide Technology Services, Various Locations, South NJ.

### Dynamic Server Support Technician

- Perform on-site and remote support for enterprise server hardware, including Dell, Lenovo, and HP systems, ensuring timely resolution of hardware failures and service requests.
- Execute hardware replacements (motherboards, processors, memory, LCD panels and display assemblies, PSUs, storage devices, fans, cooling systems.) with precision to restore business-critical systems.
- Document all service activity through enterprise ticketing systems, maintaining accurate records of hundreds of service calls to improve traceability and accountability.
- Collaborate with client IT teams and vendors to coordinate diagnostics, parts ordering, and escalations, reducing downtime for high-priority systems.
- Conduct post-service verification testing to validate system stability and performance after repairs.
- Provide professional customer-facing communication, building trust with clients during critical outages.
- Consistently recognized for meeting SLA requirements and minimizing system downtime across multiple client locations.

01/2023 – 03/2024, SmartWebApps, LLC, Bridgeton, NJ.

### Software Support Engineer

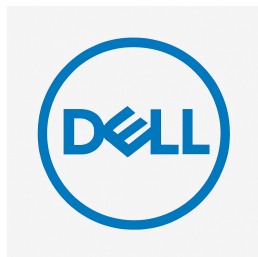
- Develop automation to provide hourly, daily, and monthly backups of clients Web App files, using different retention periods for each schedule.
- Deployment and configuration of instances of Licensing-Software.com Web App on IIS 10.
- Deployment and maintenance of Web App application pools, file system permissions, and security.
- Documentation of Web App configuration, troubleshooting of Web App issues and error messages.
- Web App maintenance and support the Web App.

07/2022 – 01/2023, Mphasis, Montgomery Township, NJ.

### Associate Software Engineer

- Developed full-stack applications utilizing Java, Node.js, Angular, GIT, and Jira.
- Collaborated seamlessly with team members, ensuring the production of high-quality, collaborative code.
- Communicated with diverse teams, built rapport and long-term relationships.
- Achieved and maintained team-client synchronicity.
- Gained experience in utilizing modern technologies, including MAVEN, Postman, JUnit, Spring Boot, Docker, OAuth2, TypeScript, and AWS S3.
- Quickly adapted to financial intricacies, enhancing understanding of client requirements.
- Executed all duties adeptly, yielding optimal performance review results.

## Professional Certifications



Dell Client Systems Certified (2023–2025): Foundations and Advanced training covering desktops, laptops, and workstations. Enterprise Hardware Certified: PowerEdge server and Dell Storage corrective maintenance for installs, removals, and repairs. DSP Standards Certified: Security & Privacy, Service Expectations, Customer Communication, and Environment Health & Safety.

4/2025



Lenovo Qualified PC Service Technician

3/2025



Microsoft Certified – Azure Fundamentals

4/2024

## Key Skills

- **Hardware & Field Support:** Dell- and Lenovo-certified in client systems, PowerEdge servers, and storage corrective maintenance; skilled in installs, removals, diagnostics, and part replacements.
- **Systems & Networking:** Experienced with Windows Server, Active Directory, IIS, and enterprise ticketing systems; strong understanding of networking fundamentals and troubleshooting.
- **Programming & Automation:** Proficient in Python, Java, SQL, and scripting for automation, with experience in web technologies (HTML, CSS, JavaScript).
- **Cloud & Services:** Microsoft Azure Fundamentals certified; working knowledge of cloud platforms, virtualization, and SaaS application support.
- **Professional Strengths:** Strong communication and documentation skills; proven ability to support enterprise clients under SLA requirements with reliability and precision.