**Faisal Hassan**

Brooklyn Park, MN 55445

(320) 282-7985

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**INFORMATION TECHNOLOGY INTERN**

Ambitious Computer Science student leveraging technical skills in database design, computer/network troubleshooting, and programming in a real-world experience. Effective team player who demonstrates determination and commitment to learning. Motivated by accomplishing goals and contributing to the success of the organization.

**Technical Skills**

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| --- | --- |
| *Languages:* | Java, SQL Server, Object Oriented Programming, C# |
| *Operating Systems:* | Mac OS, Windows, Linux |
| *Cisco Networking:* | Routing, Switching Scaling Networks and IT Essentials |
| *Web Design:*  *Google Courses:* | HTML, CSS, PHP,Word Press, Java Script and Blender  Data Studio & Google Analytics |

**Education**

**St Cloud State University,** St Cloud, MN **Graduate Dec 2021**

*B.S. in Computer Science*

* Member of National Society of Black Engineers

**North Hennepin Community College,** Brooklyn Park, MN **Graduate Jan 2020**

*A.S in Computer Science*

**Work Experience**

**North Hennepin Community College,** Brooklyn Park, MN **Jan 2019- Present**

*Front Desk (Counseling, Community Connections and Career Center)*

* Welcome students, faculty and employers to the Center (in person and by phone) educating on available services and resources
* Manage calendars for six professionals, scheduling appointments for students based on individual needs and checking in appointments upon arrival
* Respond to students in crisis, demonstrating ability to control the situation, calm the student and seek professional assistance
* Manage front desk phone system, troubleshooting and redirecting calls to appropriate staff/department as necessary
* Assist students in navigating college resources relating to counseling/mental health, food cupboard, career exploration and job search tools
* Support staff in organizing campus events including display and removal of signs and welcoming guests

**Smart Codes,** Dar Es Salaam Tanzania **Jan 2013- Feb 2014**

*IT Intern*

* Provided on-demand technical support assisting clients by phone and in person for a start-up company
* Created websites for digital marketing, troubleshooting them for errors and working closely with senior developers to ensure follow through on quality testing
* Implemented data analytics tools into client websites to manage consumer information for market planning
* Completed web design assignments in WordPress and HTML, writing codes, testing for bugs/errors, and implementing fixes
* Ran daily computer checks and software updates to ensure optimum performance of servers and computers, installing new software as needed
* Managed maintenance of computer hardware on a rotation basis to extend the life of the equipment, including dismantling and cleaning devices to ensure a functional workstation
* Installed computer network for the company, setting up routers, identifying “dead zones”, and building connecting bridges to maintain optimum communication
* Set up user accounts on and manage the access of the information from the company cloud server.