

# Mir Shahiduzzaman

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## Professional Experience

**IT Customer Support / Home Care Specialist**, Sunray, New York, NY 9/2024 - Present

- Informing customers on best practices to incorporate when using the internet, helping **avoid exploitations** of **online vulnerabilities** and decreasing **security threats** by 10%
- **Troubleshooting** router issues, following the technical troubleshooting method to provide efficient support, leading to 30% faster resolutions and improving customer satisfaction by 20%
- **Analyzing customer feedback**, continuing well-received practices and addressing concerns by discussing ideas and tailoring assignments, improving customer satisfaction by 60%

**Tech Intern**, Pulp, New York, NY 7/2024 - 10/2024

- **Troubleshooted** software issues and **held meetings** to improve media visualization program while using the AGILE method, increasing **reliability** and **relevance** of **key insights** by 20%
- **Collected, cleaned, and identified trends in data** from social media sites in a **team** while using **Figma** to **organize information**, enhancing company's ability to gauge a post's success by 5%
- **Scraped and analyzed data** on top-performing companies to identify their customer acquisition models and created an interactive report, which improved **business insights** by 5%
- **Created visuals** of online comment data to **identify trends** in writing and how it may impact readers, increasing company insights into rhetorical device usage by 30%

**Tech Fellow**, MakerState, New York, NY 9/2021 - 6/2024

- Lead group of 30 in **programming** with **JavaScript** and **Python** to work with robots while **troubleshooting** issues, improving their **problem solving** and **technical** skills by 60%
- Scheduled **meetings with clients** and **produced reports** for managers, allowing for more relevant class sessions and increasing **client retention** rate by 10%
- Researched **APIs** and **software** for development team, enhancing their **business model** by 5%

**Technical Research Assistant**, Fordham University, New York, NY 2/2021 - 8/2023

- Worked with 5 students to test and improve **AI** course recommendation tool using **Python**
- Built **documentation site** that **automatically updates**, improving code comprehension by 65%
- Updated **UI** by adding popup windows and tool tips, resulting in a 40% more user-friendly app
- Created **unit tests** to validate results after changes to code, reducing potential errors by 10%

**Technical Support Specialist**, Fordham University, New York, NY 5/2022 - 8/2022

- Participated in department-wide projects requiring **planning**, **coordination**, and **deployment** of software such as **PowerFAIDS**, **CrowdStrike**, **SPSS**, **LANDESK**, and **Hyland**
- Provided **remote technical support** for department staff via **LogMeIn Technician Console** and monitored **call center** to provide **phone call support**, leading to 40% faster resolutions
- Created **tutorials** for technical support team instructing how to **resolve common issues** while **uploading resources** to **shared Google Drive** folder and **FreshService** knowledge base

## Core Qualifications

- |                                       |   |
|---------------------------------------|---|
| • Help Desk - FreshService, LogMeIn   | • Customer Service                      |
| • MS Windows, MS Office               | • Team Player, Self-Motivated           |
| • Troubleshooting Hardware / Software | • Strong Verbal / Written Communication |
| • Remote and In-Person Support        | • Time Management                       |
| • Information Technology              | • Adaptability and Flexibility          |
| • Database Management                 | • Problem Solving                       |

## Education

**Udemy**, Remote 11/2024 - Present

**CompTIA Network+ Certification Training**

**Fordham University**, New York, NY 8/2019 - 5/2023

**Bachelor of Science in Computer Science, Minor in Mathematics**, GPA: 3.6

- **Classes**: Algorithms, Data Structures, Data Mining, Data Communications and Networks, Database Systems, Operating Systems, Computer Organization, Computer Forensics