

Muaz Shahid

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Dallas College

Associates of Science in Software Engineering (In Progress) | GPA: 3.9 | Expected Graduation: 2026

SKILL SETS, TRAINING & CERTIFICATIONS

Python, Windows & Linux troubleshooting, Hardware installation & repair, Software installation & upgrades, System monitoring, Networking basics, Account management, CompTIA A+ Core 1, Customer service, Technical support, Automation scripting, Attention to detail, Multi-tasking, Communication, Collaboration

EXPERIENCE

Technical Support & IT Specialist – Laptop Reseller

Jan 2022 – Present

- Led the rollout of fifty-plus custom-configured laptops, adapting every system to unique client needs.
- Diagnosed and resolved device breakdowns, rebuilding critical hardware and returning machines to service within a single shift.
- Diagnosed hardware failures and restored functionality within two hours for each critical incident

CXO Locker Associate – Amazon Locker Operations

June 2025 – Present

- Create a great resume by showing skills and not telling. This will help you prove your skills
- Eliminate doubt by starting each sentence with a buzz word and use numbers. One to nine spelled out
- Develop your resume by using this section to prove all 20 (just to use a number!) skills you placed at the top

Sort Center Associate – Amazon

November 2024 – Feb 2025

- Executed high-volume package sorting with precision, adapting quickly to workflow changes and quality standards.
- Followed strict safety protocols while operating industrial equipment to maintain a safe working environment.
- Collaborated with team members to meet daily productivity targets and escalate issues promptly

IT Support Assistant – Uplift North Hills Preparatory

September 2024 – April 2025

- Shadowed IT team during study halls, closely observing hardware setups, software installations, and troubleshooting processes in real time.
- Took detailed notes on system maintenance and user support workflows, building foundational knowledge of IT operations.
- Asked insightful questions and assisted with minor tasks, supporting the team's efforts while gaining practical technical exposure.

OTHER SKILL SETS

Problem-solving, Critical thinking, Conceptual reasoning, Flexibility & adaptability, Time management, Professional development, Bilingual (optional if applicable)