Muhammad Adnan

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Summary

I am an Information Technology Student at George Mason University in my senior year, and refining my technical skills in areas such as Software Development, Databases, Cloud Computing, and Cyber Security. I am also the team lead for our IT Capstone project. I am on track to graduate in May 2025 with a bachelor's degree in Information Technology specializing in Database Technology & Programming (DTP). I am open to relocation post-graduation.

Skills

Technical Skills:
- **Programming Languages & Web Development:** Python, SQL, Swift, JavaScript/Node.js, HTML/CSS
- **Software & Tools:** Office 365 Applications, Azure, Intune, Windows OS, Adobe Creative Cloud, QLab,
- **General Technical Skills:** Information Technology, Help Desk Support, Project Management

Soft Skills:
- Communication, Teamwork, Problem-solving, Time Management

Education

George Mason University   08/2019 – 05/2025
Information Technology, B.S. – Specializing in Database Technology & Programming (DTP)   *Fairfax, VA*
- Team Lead for IT Capstone Project

Westfield High School   06/2015 – 06/2019
Advanced Diploma   *Chantilly, VA*

Experience

Junior Systems Administrator   09/2024 – Present
NuAxis Innovations   *Vienna, VA*
- Provide IT support to all employees to ensure efficient technical operations.
- Utilize Active Directory, Azure, SharePoint, and Office 365 to maintain corporate IT Environment.
- Create Standard Operating Procedures (SOPs), User Guides, Admin Guides, and Implementation Plans.

Intern, Entertainment   05/2024 – 08/2024
Sesame Place Philadelphia / United Parks & Resorts   *Langhorne, PA*
- Ran audio, lighting, and special effects (bubbles, fog, and confetti) for live shows.
- Operated, maintained, inspected, and refurbished parade floats.
- Assisted with installation for special events such as Christmas in July, Sesame Place Birthday, and the Birthday Room.
- Participated in fireworks rehearsals and learned how timecodes sync between park audio & pyrotechnics control box.
- Learned about show programming (audio and lighting) utilizing QLab software.
- Completed a group capstone project introducing a new restaurant concept for the park.

Help Desk Support Technician Intern   04/2022 – 05/2024
NuAxis Innovations   *Vienna, VA*
- Developed an Artificial Intelligence (AI) chatbot within the Zendesk ticketing system to enhance the employee support experience for users and improve efficiency.
- Provided IT support to all employees to ensure efficient technical operations.
- Utilized Active Directory, Azure, and Office 365 to manage & maintain user accounts.
- Provisioned user accounts and machines to ensure an efficient onboarding process.
- Assisted with creating Standard Operating Procedures (SOPs), User Guides, Admin Guides, and Implementation Plans.

Projects

Team Lead   09/2024 – 05/2025
K-Fantasia & George Mason University   *Fairfax, VA*
- Leading a team of 6 (including myself) to implement a technical solution for a local business to streamline their processes.
- Ensuring project timeline stays on track, lead meetings, and facilitate contact between my team and business sponsor.

For additional projects, please refer to my technical portfolio at: https://muhammadxa.github.io