

# MUNIM AWAL

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## EDUCATION

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### California State University of Los Angeles

2023 - Present

- Computer Information Systems (Cybersecurity)

### Manual Art Senior High School

2019 - 2023

- High School Diploma | GPA: 4.0
- **Relevant Coursework:** Information Systems Analysis, Database Management, Cybersecurity Fundamentals, Web Development, IT Project Management

## WORK EXPERIENCE

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### Salesman, Yesmin Shoes — Los Angeles, California

2023 - 2024

- Increased sales efficiency by 15% through effective inventory management and POS system operation.
- Improved customer satisfaction by 20% by quickly troubleshooting technical issues and addressing customer inquiries.

### Manual Art High School – IT Support Intern | Los Angeles, CA

2021 - 2022

- Tutored students in Algebra, Chemistry, and Computer Science, resulting in improved student performance by 20%.
- Assisted in troubleshooting hardware and software issues, enhancing system uptime and classroom productivity.

### Receptionist, Islamic Center — Los Angeles, California

2018 - 2019

- Streamlined visitor scheduling by implementing a digital booking system, cutting appointment errors by 25%.
- Boosted office productivity by proactively identifying and resolving tech issues, reducing downtime noticeably.

## LEADERSHIP EXPERIENCE & ACTIVITIES

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### System Resource Tracker App – Personal Project

2024

- Built a desktop application using Python that monitors CPU, memory, and disk usage in real time.
- Used libraries like psutil and tkinter to design a simple, user-friendly interface.

### System Speed Booster Script – Personal Project

2023

- Built a Python + batch script tool designed to optimize Windows PCs for gaming by clearing temp files, managing startup programs, and freeing up RAM.
- Tested on multiple family devices and recorded before/after performance benchmarks.
- Created a YouTube walkthrough video to share the tool and explain how it works.

## ADDITIONAL INFORMATION

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- **Technical Skills:** Python, Java, HTML/CSS, Microsoft Office, Troubleshooting, Batch Scripting
- **Languages:** English, Bengali, Hindi, Urdu, Spanish (Beginner)
- **Awards/Activities:** High Honor Roll (3.5+ GPA), Honor Roll (3.0+ GPA), High Honor Society, Perfect Attendance, CIS Club Member, Python App Project Lead
- **Soft Skills:** Leadership, Teamwork, Communication, Problem-Solving, Detail-Oriented, Quick Learner