Noman Masood

Manassas, VA • (571) 278-5236 • U.S. Citizen • nmasood22@outlook.com • www.linkedin.com/in/nmasood1234

SKILLS

- Windows 7, Windows 10, Windows Server, MacOS, Raspbian, Ubuntu
- SQL, HTML, CSS, Bootstrap, JavaScript, PHP, Java
- MS Office, SharePoint, GitHub, VirtualBox

EXPERIENCE

Data Center Technician   February 2020 – April 2020
Amazon Web Services

- Used command line interface to troubleshoot Linux based hosts
- Analyzed hardware and ran tests to pinpoint faulty components for servers
- Performed media destruction and network repair
- Complied with datacenter safety, security, and protocols

Service Writer   September 2019 – February 2020
Vector Security Networks

- Operated Microsoft CRM and MASterMind for ticket management and job creation
- Troubleshot incidents and escalated them if needed based on internal procedures
- Provided phone-based customer support for common issues such as false alarms and force arming
- Connected to alarm panels for bypassing systems, code changes, and programming changes

IT Audit Intern   May 2019 – July 2019
Sunrise Senior Living

- Conducted tests for financial system controls and general IT controls
- Identified, developed, and documented audit observations and provided recommendations for improvement
- Tested internal controls such as documenting systems, analytical review, application controls, and user access

Customer Service Associate   November 2015 – October 2017
Men's Wearhouse

- Coordinated tuxedo rentals, wedding bookings, and individual reservations
- Provided customer service for suits, slacks, shirts, and shoes

EDUCATION

George Mason University   January 2017 – December 2019
Bachelor of Science in Information Technology   GPA: 3.1/4.0

Northern Virginia Community College   August 2015 – December 2016
Associate of Science in Information Technology   GPA: 3.2/4.0

CERTIFICATIONS

AWS Certified Cloud Practitioner   August 2020 – August 2023

PROJECTS

Senior Capstone Project

- Implemented and designed a timesheet, scheduling, and inventory web application based on client's needs
- Used GitHub for central code repository and GitHub Projects for work packet management
- Integrated Docker for container orchestration and Grafana for resource use and node management
- Hosted web application on Raspberry Pi's