

# Noman Masood

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## SKILLS

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

## EXPERIENCE

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*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 data center safety, security, and protocols

*Technical Support* September 2019 – February 2020

Vector Security Networks

- Operated Microsoft CRM and MASTerMind for ticket management and job creation
- Troubleshoot 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

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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

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AWS Certified Cloud Practitioner August 2020 – August 2023

## PROJECTS

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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