

OMAR RAMLALL

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Mobile: (917) 588-5289

OBJECTIVE

Aspiring tech professional seeking an opportunity to use my problem solving skills to help people.

EDUCATION

B.S., Computer Science, Adelphi University; May 2023

WORK EXPERIENCE

Data Analyst, New York City College of Technology, Brooklyn, NY

06/24 - Present

Clean and analyze data to learn and display performance

- Developed tableau dashboards that provided clarity and simplicity through data visualization.
- Reviewed, proofed, and validated data quality and accuracy.

QA Tester/Inventory Manger, Like New Products LLC, Brooklyn, NY

12/23 - 05/24

Managed the quality of products and maintain orderly inventory

- Ensured the functionality of technical products ranging from consoles to laptops.
- Optimized testing protocols and improved rate of tested products.
- Maintained and managed inventory ensuring products are shipped in a timely manner.
- Restored hardware.

IT Desktop Support, NYC Office of Technology and Innovation, Brooklyn, NY

10/05- 06/07

Provided high quality IT services to the NYC agency.

- Provided technical support to various city agencies both on-site and remotely.
- Managed user access and security groups for various applications.
- Provided integral support to maintain and manage IT equipment and assist in daily operations.
- Imaged, deployed, and managed workstations, laptops, and printers via SCCM and WS1.
- End-user account management within Active Directory and ARS Active Roles.
- Troubleshoot and diagnose problems to accurately resolve a wide range of technical issues.
- Performed full hardware repairs and reconfiguration for desktops and laptops.
- Resolved user issues related to Microsoft Office, Adobe software, remote access, and other technical problems.
- Participated in a project consisting of imaging and deploying laptops for other city agencies.
- Troubleshoot, diagnose, and resolve user problems relating to network connectivity at the desktop.
- Managed and updated incidents through the SNOW ticketing system in a timely manner.
- Participated in agency wide migration projects.

IT Helpdesk Technician, NYC Department of Citywide Administrative Service, Brooklyn, NY

07/22 - 08/22

Provided high quality IT services to the NYC agency.

- Supported IT equipment and contributed to daily operations as part of the helpdesk team.
- Assisted with asset tagging, inventory management, and configuration of PCs, monitors, and printers.

PROJECTS

Adelphi University

Capstone Computer Science Project, 2018-2019, [noteorious.netlify.app](#)

- Worked as a team to create a web based note taking app that allows users to use a widget to have everything on page.

QUALIFICATIONS

Technical Skills: Operating Systems: Windows 10/11

Design Applications: Microsoft Visual C++, Java, Python, SQL

Software Applications: Microsoft Word, Excel, Adobe Creative Suite, PowerPoint, Teams, ARS Active roles, SCCM

Relevant Skills: Project management, design, strong analytical and problem solving skills

Key Qualities: Excellent work ethics, responsible, able to handle multiple projects simultaneously, team player