# OMID GHOLIZADEH

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## EDUCATION

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| **Saddleback College** | Mission Viejo, CA |
| AS Business Administration *GPA: 3.8* | Sep 2020 - June 2022 |
| **San Diego State University** | San Diego, CA |
| BS Management Information Systems *GPA: 3.8* | Sep 2022 - June 2024 |

## WORK EXPERIENCE

**Laguna Hospitality Group** — Laguna Beach, CA
*IT Supervisor* — January 2022 - Present

- Oversaw the daily activities of the IT department, including scheduling and prioritizing work assignments, managing employee performance, and ensuring timely completion of projects.
- Collaborated with management and other departments to identify technology needs and implement solutions to enhance guest experiences, such as improving Wi-Fi connectivity or implementing new point-of-sale systems.
- Managed vendor relationships and negotiated contracts to ensure cost-effective procurement of hardware, software, and IT services.
- Developed and implemented IT policies and procedures, including those related to security, data backup, and disaster recovery, to ensure compliance with industry standards and regulations.
- Monitored IT department performance, including tracking metrics such as system uptime, response times, and customer satisfaction, and made recommendations for process improvements and resource allocation based on data analysis.

**Laguna Hospitality Group** — Laguna Beach
*IT Technician* — May 2020 - January 2022

- Provided technical support to hotel staff and guests by troubleshooting hardware and software issues with various systems including Wi-Fi, telephones, and computers.
- Trained new hotel staff on technology systems and procedures, and provided ongoing support and assistance to help them effectively use the technology.
- Managed and maintained Windows Server operating systems, including Active Directory, DNS, and DHCP services.
- Configured and maintained virtualization environments using VMware vSphere and Microsoft Hyper-V.
- Monitored network and server performance to identify potential issues and make proactive recommendations for upgrades or improvements.

## INVOLVEMENT

**Team Captain** — Department of Energy Cybersecurity Workforce Development Program
Leaded a team of 6 students in executing the department's mission to direct, synchronize, and coordinate cybersecurity operations in defense of U.S. national interests, while providing them with hands-on experience.

**Team Lead** — San Diego State University - Artificial Intelligence Club
As a past Team Lead for the San Diego State University Artificial Intelligence Club, I was responsible for leading a team in developing Artificial Intelligence software and products, providing guidance, mentorship, and fostering a productive team environment.

**3D Printing Lab Manager** — San Diego State University - BuildIT Center
Managed the 3D printing service at SDSU's BuildIT center, overseeing daily operations, troubleshooting technical issues, and providing training and support. Implemented new processes to improve efficiency, quality, and safety of the service. Gained experience in 3D printing technology, project management, and customer service.

## PROJECTS

**Gym Usage Analysis and Visualization** *Python, Selenium, Matplotlib, Seaborn*
I worked on a project utilizing Selenium WebDriver to scrape data from the university's gym website. The project involved extracting information such as gym usage statistics plus class schedules and then using libraries such as Pandas and Matplotlib to clean, analyze, and present insights in an easily digestible format.