

Fnu Rahul

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EDUCATION

John Jay College of Criminal Justice

Bachelor of Science in Computer Science and Information Security

Manhattan, NY

Dec 2023

Queensborough Community College

Associate of Science in Computer Science and Information Security

Bayside, NY

Jun 2021

WORK EXPERIENCE

NYC Department of Education (DIIT Department)

IT Support Specialist Intern

Brooklyn, NY

Sep 2022 - Present

- Conducted benchmark testing on multiple Lenovo, Acer, and MacBook models and devices, analyzing performance and providing detailed reports to team members.
- Developed comprehensive documentation on new device models, ensuring smooth integration with the technology systems used by five borough schools.
- Maintained system uptime by reimaging over 30 PC and Mac systems, and troubleshooting issues to keep devices running efficiently.
- Communicated effectively with seniors, promptly reporting and escalating technical issues through appropriate channels to ensure swift resolution.

Manhattan, NY

NYC Department of Education (Schools)

IT Support Specialist Intern

Oct 2021 - Jun 2022

- Updated the school website with upcoming events and activities, ensuring all information was accurate and up-to-date to keep the school community informed.
- Developed and maintained resource lists for administrative staff and teachers, providing them with the information and tools needed to effectively use technology in their roles.
- Troubleshoot hardware and software issues on over 150 devices, using diagnostic tools and repair techniques to quickly resolve problems and minimize disruption.
- Monitored over 200 devices and collaborated with the Help Center to promptly repair and replace any devices that experienced technical issues, ensuring maximum uptime for all technology systems.

Queensborough Community College (Student with Disabilities Department)

Technical Assistant (Part-time)

Bayside, NY

Nov 2019 - May 2021

- Conducted research by reading documents and articles to gather information on assistive technology-based software, analyzing and evaluating tools that could benefit disabled students.
- Developed training materials and procedures for teachers and staff to help them effectively use software for disabled students, ensuring that all users had the knowledge and skills needed to use the tools effectively.
- Captioned six or more lecture videos to support hearing-impaired students, using software tools to create high-quality captions that accurately conveyed the content of the lectures and ensured equal access to educational materials.

TECHNICAL SKILLS

Security Tools:

Nmap, Metasploit, Burp-suite, Wireshark, Splunk (Beginner)

Operating Systems:

Windows, Mac OS, Linux

Programming Languages (Basics):

HTML, CSS, Bootstrap, C++, Python, Power shell

Technology:

Amazon Web Services, Vmware, Docker, Github

Languages:

Hindi (Native), English, Punjabi

PROJECTS

Business Website Development

Jan 2023 - Feb 2023

<https://www.laguardiapharmacy.com/>

- Designed and developed a static website for a small business owner using HTML, CSS, and JavaScript.
- Implemented responsive design techniques to ensure optimal viewing experience across various devices.

CERTIFICATIONS

- Google Certified IT Support Specialist
- AWS Certified Cloud Practitioner
- Codepath.org – Cybersecurity
- New York Jobs CEO Council CUNY – Cybersecurity
- New York Jobs CEO Council CUNY – System Administrator
- Forage – Mastercard Cybersecurity Virtual Experience Program
- Forage – ANZ Cybersecurity Program
- Forage – SAP Cybersecurity Virtual Internship Program
- Cisco – Introduction to Packet Tracer
- Cisco – Introduction to Linux

ACCOMPLISHMENT

AWS Hackathon at Queensborough Community College

- Won third place out of 6 teams in hackathon at Queensborough Community College by working with 6 colleagues.
- Networked with other participants and gained insight into industry career opportunities, as well as access to recruitment resources.

EXTRACURRICULAR ACTIVITIES

- **TryHackMe:** Engaged in ongoing self-education to learn new tools and techniques for cybersecurity and hacking.
- **HackTheBox:** Dedicated personal time to practicing and enhancing my hacking skills through real-world challenges and simulations.
- **Portswigger:** Continuously pursued knowledge and expertise in web application vulnerabilities through practice and study.
- **Overthewire:** Actively developed and honed my Linux skills through practice and practical application.