Roshen Abraham

Computer Engineering Student/Desktop Support Manager/Software Developer

Results-oriented student that wants to learn new skills everyday. Able to multitask without risking loss of efficiency. Passionate towards every task and loves working with others to achieve the best results in a common goal.

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Laurel, MD 📍

Richrosh3.github.io 🌐

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github.com/Richrosh3 ⓖ

EDUCATION

Computer Engineering
University of Maryland, College Park

08/2017 - Present   *College Park, MD*

WORK EXPERIENCE

Desktop Support Manager
Department of IT at University of Maryland, College Park

06/2020 - Present

Responsibilities

- Supervise over 30 representatives who interact with customers to provide software and hardware support
- Manage employee hiring, training and development
- Coordinate employee performance evaluations, develop plans of improvement and enforced employee probations/terminations
- Developed and implemented a new team system that improved employee performance

Software Developer
NuroStream

03/2020 - Present

Responsibilities

- Implemented user-interfaces for a React Native-based mobile application and a React-based web application
- Incorporated AWS to provide seamless customer data interaction as well as to ensure security
- Application testing on mobile phones/tablets using both Xcode and Android Studio

Student Technician
Department of IT at University of Maryland, College Park

08/2018 - 06/2020

Responsibilities

- Provided face-to-face assistance to customers
- Diagnosed and solved any software or network issues
- Repaired and installed computer hardware

SKILLS

Leadership   Software Development

Project Management   UX/UI Design   Communication

PROJECTS

SENSE Research Team (07/2018 - 12/2019)
- Developed micro-climate sensors that monitor weather conditions, air pollution, and greenhouse gas emissions (currently being used NASA's Goddard Space Flight Center).
- Built a smart network of low-cost moderate-precision sensors on campus and across the greater D.C./Maryland area.

Sudoku Solver
- Creates a fully solved sudoku board, randomly inserts blank spaces on the board and then solves it again using a backtracking algorithm.

ORGANIZATIONS

North-East Leadership Camp (01/2018 - 08/2019)
Budget Analyst and Public Relations Manager

RenU-MD Energy (09/2017 - 10/2019)
Secretary

CERTIFICATES

Apple Certified Mac Technician (ACMT) (09/2019 - Present)
verifies the ability to perform troubleshooting and repair of both desktop and portable Apple computers

PROGRAMMING LANGUAGES

Python
Full Professional Proficiency

React Native
Full Professional Proficiency

ReactJS
Full Professional Proficiency

Java
Professional Working Proficiency

MATLAB
Professional Working Proficiency

Ruby
Professional Working Proficiency

JavaScript
Professional Working Proficiency

C
Limited Working Proficiency