

Shawlen Nahar

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OBJECTIVE

Motivated and results-driven IT professional with hands-on experience in technical support, cybersecurity compliance, full-stack web development, and data management. Proven ability to deliver high-impact solutions, streamline technical operations, and support mission-critical projects. Passionate about solving complex problems and helping organizations succeed through technology. Open to relocation and new challenges.

TECHNICAL SKILLS

- Technical Support & IT Troubleshooting
- Data Management & Quality Control
- Full-Stack Web Development (HTML5, CSS, Bootstrap, React, Node.js)
- Cybersecurity Compliance & Risk Mitigation
- Project Management & Documentation
- Microsoft Office Suite (Excel, Word, PowerPoint, Outlook)
- Remote & On-Site Tech Support
- Client Training & Technical Communication

PROFESSIONAL EXPERIENCE

Unite Here

Philadelphia, Pennsylvania

Data Coordinator

July 2024 - Nov 2024

- Oversaw the integrity of large-scale datasets, performing advanced quality control checks.
- Delivered fast and effective tech support to a 500+ person field team, reducing data discrepancies.
- Spearheaded improvements in data workflow processes to enhance campaign efficiency.

Fair Acres Geriatric Center

Media, Pennsylvania

Intern - IT Helpdesk and Website Developer

Feb 2024 – April 2024

- Resolved technical issues in real time, ensuring high availability of IT systems.
- Developed and deployed an internal website using modern web technologies (HTML5, CSS, Bootstrap, React, Node.js).
- Collaborated with compliance teams to implement cybersecurity best practices.
- Led usability testing to optimize user experience and functionality.

PROJECTS

H&S Tech Consulting (In Development)

- Working with a partner to build an IT consulting firm focused on web development, remote IT support, and tech solutions for small businesses.
- Creating streamlined service offerings and exploring market needs in tech consulting and software solutions.

FamHenna Website Development

- Created and launched a secure, user-friendly business website with modern design and SEO considerations.
- Delivered one-on-one training to non-technical clients on content management and security awareness.

EDUCATION

Pennsylvania State University

Media, Pennsylvania

B.S. in Information Technology

May 2024

- o **Concentrations:** Business Integration
- o **GPA:** 3.4
- o **Related Coursework:** Systems Integration, Networking, Web Development, Cybersecurity

CERTIFICATIONS

Google IT Support Professional Certificate

Google, 2024

IBM AI Developer Professional Certificate

IBM (In process)