

SULEMAN ITMER

Mobile: 214-680-7493

E-Mail: sulemanitmer@gmail.com

Address: 1216 Arizona Dr, Princeton, Texas

GitHub: <https://github.com/Sulemanitmer> **Linkedin:** <https://www.linkedin.com/in/sulemanitmer/>

Education

Bachelor of Science in Computer Science

Graduating in 2021

The University of Texas at Dallas

Experience

Support Analyst

December 2019 to present

GuideIT, Plano

- To update and document external client issues
- To assist customers by performing analysis of various issues relating to LANs, WANs, desktop computers, Internet connectivity and the installation of hardware and software
- To perform a cause analysis either on-site or at a client location..

IOS Specialist

February 2018 to January 2019

Experimac, McKinney

- Performed troubleshooting procedures on iOS devices and Mac OS Computers
- Provided customer service and support of all standard Apple applications and hardware including hardware resets, password resets/setup, account setups, iTunes and App Store walkthrough.
- Performed hard drive and Ram upgrade, and Mac OS update.

Windows Expert

January 2017 to December 2017

The Computer Guys of Dallas, Dallas

- Performed troubleshooting procedures on Windows, Cell phones and gaming console devices.
- Coach customers regarding the benefits of products posing lifestyle-related questions and offering effective solutions based on their specific needs.
- Upgraded hard drive, RAM and Operating system of Windows devices.

Lead Technician

January 2016 to November 2016

The Phone Repair, Town East Mall

- Diagnosed and replaced the necessary external and internal parts of the cell phone devices and tablets.
- Re-install Operation systems and applications to fix cell phone device malfunctions.
- Maintained inventory and trained employees.

Projects

Portfolio Website:

Developed a Portfolio website by using HTML, CSS, JavaScript and PHP.

Pet Nanay:

Developed an Android App from using Android Studio.

Evolution:

Developed a video game with C#, rewarded by Video Games designing TSA competition.

Distortion of Air:

Implemented 3D models, animation, audio and storyline with C# to explain a phenomenon, which was rewarded by Scientific Visualization TSA competition.

Technical Skills

Programming Languages

Proficient: C++, Java, SQL, HTML, CSS

Exposure: C#, Unity Scripting, MIPS, Linux/Unix, PHP, JavaScript, Git bash

Softwares

Adobe Photoshop And Illustrator, Microsoft Office, Unity, 3d Max, Microsoft SQL, Android Studio, Visual StudioCode, Cherwell, Meraki