

SYED ABTAHI

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SUMMARY

I offer a solid background in technology and cybersecurity together with experience in business administration and sales. I am skilled in Python, SQL, and Power Automate and have practical experience in process optimization, automation, and IT support. Using my business expertise to match technology with organizational objectives, I specialize in creating automated solutions, optimizing operations, and resolving challenging technical issues. My experience combines technical problem-solving with strategic planning to produce significant outcomes in a variety of work environments.

TECHNICAL EXPERTISE

- Languages: **Python, SQL, HTML.**
- Design Tools: **Spyder, GitHub, MS Visual Studio**
- Office Tools: **MS Word, MS Excel, MS PowerPoint, Excel Macros, Microsoft 365, Troubleshooting, Printer setup.**
- Knowledge of Standards: **NIST Cyber Security Framework, ISO 27001 (Information Security Management), GDPR (General Data Protection Regulation).**

PROFESSIONAL EXPERIENCE

Computer Science Intern | CUNY x MTA Internship, Broadway, NY | September 2024 - Current

- Automating onboarding by switching from manual paper forms to automated data collection using Power Automate.
- Creating a centralized system to combine multiple form submissions into a single Excel file using Power Automate.
- Using Microsoft Word mail merges to automate onboarding document generation, saving time and manual work.
- Implementing a digital workflow for staff onboarding to enhance efficiency and reduce errors.
- Led weekly team meetings to provide updates, gather feedback, and ensure alignment on the progress of the onboarding digitization project.

Technology Trainer | Keller Williams, Queens, NY | March 2023 - December 2023

- Delivered hands-on tech training and support to office leadership, enhancing their digital capabilities.
- Leveraged AI-driven marketing plans and ChatGPT to simplify agent workflows and boost productivity.
- Trained agents on various KW software and web tools, guiding them in system integration for optimal use.
- Led user training sessions during system upgrades and new implementations, ensuring smooth transitions.

Technology Support Intern | PS/MS 20, NYC Department of Education, Bronx, NY | January 2023 - April 2023

- Troubleshoot iPads, laptops, and desktop computers to ensure optimal performance for students.
- Made sure of the proper functionality of smart boards, printers, LCD projectors, and video equipment.
- Monitored equipment performance and collaborated with the Help Center for timely repairs.
- Opened service tickets for students, documenting user information and detailed descriptions of issues.

Coordinator and Team Leader | World Cares Center, Manhattan, NY | June 2022 - August 2022

- Organized and participated in staff, team, and quality management review meetings.
- Collaborated with management on IT resources, including workstations, laptops, and projectors.
- Designed new websites for the team and maintained existing sites with weekly updates.
- Created daily status reports for internal stakeholders and organized engagement activities.

EDUCATION

Baruch College/CUNY, Zicklin School of Business, New York, NY | December 2024

- Bachelor of Business Administration in Computer Information Systems (Cybersecurity)
- Major GPA: 3.41/4.00, Minor: Psychology
- Related Courses: Cybersecurity, Database Management Systems, Computer Networking & Programming
- **Borough Of Manhattan Community College, New York, NY | May 2022**
- Associates, Business Administration, GPA: 3.86/4.00
- Dean's List - 2021, 2022

EXTRACURRICULAR ACTIVITIES

- Baruch cybersecurity Club | Events committee Member | August 2021 - Present
- Bronx United FC | Events Committee Member | March 2018 - Present