

# ZOHAIB QURESHI

1929 Heatherbrook Court  
Woodbridge, VA 22192

zohaib96@vt.edu  
571-409-0464

US Citizen

**OBJECTIVE:** To find a challenging Junior level position in Information Technology

## EDUCATION

VIRGINIA TECH, PAMPLIN COLLEGE OF BUSINESS  
Bachelor of Science: Business Information Technology

Expected Graduation: May '18  
Overall GPA: 3.50

## EXPERIENCE

### **Business Development Intern, CSRA, INC.**

JUN '17 – AUG '17

Supported the VP of Borders, Travel, & Trade of Homeland Security by collecting & analyzing data for 15 programs  
Streamlined & automated 5 staffing processes for the Resource Management group using VBA Macros  
Utilized VBA Macros to develop and streamline a team dashboard which displayed key metrics for Program Management support

### **AppleCare Advisor, APPLE, INC.**

JUN '16 – AUG '16

Extensive troubleshooting in iOS, iOS Devices, Apple ID Account Security, & iCloud  
Handled an average of 12 cases per shift, maintained a 100% Customer Satisfaction Rate and an 85% Resolution Rate

### **Finance IT Systems Support Intern, VIRGINIA TECH**

SEPT '15 – DEC '15

Used Spiceworks ticket system to track and troubleshoot an average of 3 cases per shift  
Analyzed and tracked logs with SolarWinds Log & Event Manager software to resolve issues  
Learned & Implemented 3 virtualization solutions to protect sensitive data & business processes

### **DEA Student Intern, DRUG ENFORCEMENT ADMINISTRATION**

MAY '15 – AUG '15

Provided logistics support for the Intercept & Delivery Unit of the DEA  
Provided network account management assistance that extended case & user account access

### **PROJECTS:**

Quest Coverage – Utilized VBA to develop a health care optimization program  
Paradigm Visions – Utilized VB to develop a sports analytics tool for NBA General Managers  
SkyView – Utilized multiple web development languages to create an online real estate website

## CERTIFICATIONS & TECHNICAL SKILLS

CERTIFICATIONS: CompTIA Security+

PROGRAMMING: VBA, VB, SQL, HTML5

MICROSOFT EXCEL: VLookup, Macros, Pivot Tables & Charts, Data Analysis Tools, Solver, & Simulations

SOFTWARE: Microsoft Office, Apple Productivity Apps

OPERATING SYSTEMS: Windows [XP-10], macOS, OS X

## EXTRA CURRICULARS

MUSLIM STUDENT ASSOCIATION - SECRETARY

JAN '17 – DEC '17

MUSLIM STUDENT ASSOCIATION - CAMPUS INITIATIVES OFFICER

JAN '16 – DEC '16

## AWARDS & RECOGNITION

UMR VOLUNTEER OF THE YEAR

JAN '16

VIRGINIA TECH UNIVERSITY HONORS

FALL '15 – SPRING 17

DEAN'S LIST

FALL '14 – SPRING '15, FALL '17