IT Help Desk/Tech Support IT Help Desk/Tech Support Bangor, ME, ME Work Experience IT Help Desk/Tech Support Husson University - Bangor, ME May 2017 to December 2017   Utilized problem-solving skills to support customers seeking IT technical assistance   Provided responsive customer service in a professional manner when troubleshooting issues   Performed troubleshooting to resolve issues through diagnostic techniques and ticketing system   Offered regular part-time help desk position following completion of internship hours IT Project Manager Project Management Institute, Maine Chapter - South Portland, ME May 2017 to December 2017   Organize and maintain Information Technology projects   Execute a wide variety of projects - brochure development, newsletter platform, and automated emailing   Continued in project consultant role following internship completion Peer Mentor Husson University - Bangor, ME August 2015 to May 2017   Guide and support new International/Domestic Students in their adjustment to the US and college   Demonstrate leadership strategies, creative thinking and problem solving in a diverse team IT Technology Support Husson University - Bangor, ME September 2014 to May 2017   Monitor performance of classroom technologies and online classes to ensure proper operation   Troubleshoot IT issues & resolve them quickly and efficiently Office Assistant Husson University - Bangor, ME January 2015 to January 2016   Communicated with students and agents overseas to facilitate university application process   Promoted Husson University s diverse culture to the world IT Telecommunication Technician Husson University - Bangor, ME September 2014 to May 2015   Trouble shoot, upgrade and maintain residence hall networking   Maintained inventory and mapped entire campus community Education Bachelor of Science in Computer Information Systems Husson University - Bangor, ME August 2014 to May 2018 Skills NETWORKING (Less than 1 year), ANDROID (Less than 1 year), CSS (Less than 1 year), DATABASE (Less than 1 year), HTML (Less than 1 year), Project Management (Less than 1 year), Programming (Less than 1 year), Microsoft Office (Less than 1 year), Windows Server Management (1 year) Links http://www.husson.edu/admissions/student-profiles-saqib-nazm   Certifications/Licenses   Server Administrator on Windows Server 2008 May 2017 to Present TestOut PC Pro September 2016 to Present Additional Information   Excellence in Integrated Technology - 2018   President,

International Students Association - 2015 - 2018   President s Global Scholarship recipient - 2014 - 2018   President s List Scholarship Recipient in 5 Semesters   Member - Sigma Beta Delta International Honor Society - 2017   Student Leader for new student orientation - 2015-2018   Chamber of Commerce annual dinner volunteer - 2016 & 2017   Downtown Bangor Holiday Parade volunteer - 2016 & 2017   Bangor YMCA Haunted house volunteer - 2016 & 2017   Introduced and organized Let s Talk event at Husson for 40+ attendees - 2017   Organized Winter Tea event at Husson in for an average of 50-60 attendees - 2015 - 2017   Organized Taste of the World event at Husson for an average of 80-100 attendees - 2015 - 2017   Culture Night at Husson University Organizer - 2017

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