VRUSHANK MALI

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# SUMMARY OF QUALIFICATIONS

* Effective communicator able to provide computer assistance and technical information
* Native Hindi and Gujarati speaker and proficient English speaker
* Strong problem solver able to critically assess computer issues to identify solutions

# EDUCATION

**The University of Tennessee at Martin**; Martin, TN | *Bachelor of Science,*[**Computer Science;**](http://www.utm.edu/departments/fcs/)May 2024

* **Software and Systems** concentration
* **National Society of Leadership and Success Honor Society** | Inducted February 2020

# SKILLS

* **Programming Languages:** C, C++, CSS, Python, HTML, Java, JavaScript, JDK, Kotlin, Clingo, Haskell.
* **Software Proficiency:** MS Office, MS Visual Studio, Android Studio.
* **Operating Systems:** Windows (7-11), Linux (Ubuntu, Kali Linux).
* **Cybersecurity Tools:** Kali Linux (Metasploit, Nmap, Burp Suite, Wireshark, Nessus Tenable Essentials).

# RELATED EXPERIENCE

**UT Martin Information Technology Services**; Martin, TN | *Network Technician;* July 2023 – Present

* Provide on-site Tier 2 support to students, staff and faculty in professional manner
* Upgrade switches, transferring code information and making appropriate changes
* Provision access points to improve Wi-Fi reception
* Troubleshoot remote and on-site Wi-Fi connectivity, access points and switches
* Track user requests, issues, and progress via TeamDynamix ticketing system

**UT Martin Information Technology Services**; Martin, TN | *Student Assistant*; July 2022 – July 2023

* Provided Tier 1 help desk support to students, staff and faculty
* Troubleshot issues with Ellucian Banner, Canvas, computer software, printers via BeyondTrust remote support
* Tracked user requests, issues, and progress via TeamDynamix ticketing system
* Registered devices to ensure connection to university network

# RELATED PROJECTS & ACTIVITIES

**Gardener’s Best Friend**; CSCI 495 – Senior Design Course; Fall 2023

* Placed 3rd out of 15 undergraduate project presentations at ACM Conference in Gatlinburg, TN

**International Collegiate Programming Contest (ICPC)**;March 2022

**Memory Game** and **Music World**; CSCI 352 – Software Engineering; Fall 2020 & Fall 2021

**Hexapawns**; Skyhacks Hackathon; March 2019

* Placed 1st in team 12-hour competition

# OTHER EXPERIENCE

**Flight Crew**; Martin, TN | *Member*; August 2020 – Present

**Sodexo**; Martin, TN | *Cashier*; September 2019 – February 2020

**Zoom Computer Classes**; Surat, India | *Teacher Assistant*; May 2017 – April 2018

# CAMPUS INVOLVEMENT

**UT Martin**; **The League of Striving Artists**; Martin, TN; August 2019 – May 2020