

# ASHMAL MACKNOJIA

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University of Houston

Richmond, TX 77469

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## EDUCATION

University of Houston, Houston, TX (Aug 2022- May 2026)

**Pursuing Bachelor of Science, Computer Science**

**Declared Business Administration & Mathematics Minor**

**Member - CougarCS**

**GPA: 3.587**

**NSM Dean's List- Fall 2022, Spring 2023, Fall 2023, Spring 2024, Fall 2024**

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## EXPERIENCE

**University of Houston- IT Customer Service, Houston, TX** (September 2022- Present)

- Providing technical support to student and staff in navigating university's weblinks and assisting with password resets.
- Troubleshooting tech errors and providing responses about security, network, VPN, cloud-based services, and gen- IT.
- Delivering printer supplies necessary to the university's housing units and staff.
- Providing professional tech-support services while making troubleshooting and navigating web links easier for callers.
- Helping coworkers in providing possible solutions to unknown situations taking place with their caller.
- Increased the efficacy of this department by submitting 50-60 closed ticket cases monthly from this part-time role.

**Pioneer Mutual Federal Credit Union- Intern, Sugar Land, TX** (June 2023- Aug 2023)

- Accepted members' deposits & withdrawal requests, prepared delivery cash for businesses with daily requirements.
- Scanned and verified business deposit checks with endorsement & amounts, processed returns, and personal checks.
- Ensured all member's transaction records and various documentation met federal compliance regulations.
- Gained further knowledge of loan application processing and compliance for meeting federal regulatory requirements.
- Assisted in member service of various accounts & services along with preparing their documents and files for records.

**Data Entry Specialist- Medi Serve Testing, Houston, TX** (November 2021- January 2021)

- Sent test results to patients who received testing from company sites and performed Data Entry using Microsoft Excel.
- Played an impact in sending out high volumes of test results in a shorter time span than expected.

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## SKILLS & CERTIFICATIONS

**Languages:** English, Hindi, Urdu, Gujarati, and Spanish.

**Technical Languages:** Learning Python, HTML, CSS, JavaScript, SQL, C++

**Technical Skills:** IT Customer Service, Tech-Support, Memorization, Data Entry, and Communications.

**Certifications:** iCEV Southwest Airlines Professional Communications Certification, Learning Data Analytics: 1

Foundation on LinkedIn Learning by Robin Hunt, Certified Duo Help Desk Administrator by Cisco Duo.

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## PROJECTS

**Tamagotchi Pet Game Project (November 2023)**

- Planned and executed a project plan of a Pokémon game where player has the option to select one of the 3 different Pokémon types and select modifications.
- Player gets to select 5 different modification options to fluctuate their selected Pokémon's stats.
- Each game stats is saved into a file which allows the user to continue with the saved stats or start a new game at the start of the menu along with the user getting to end the game by selecting the option to save the game, which saves their game stats into the file and exits them from the game.
- Coded using C++ with the use of OOP such as classes and inheritance.
- Built skills with working on such projects by utilizing most of the topics learned throughout the course during the semester.

**Principles of Financial Accounting Experiential Data Analytics Project Fall 2022 (November 2022)**

- Analyzed the financial statements of The Home Depot and Lowes corporation for both Q1 and Q2 during the fiscal year of 2022.
  - Analyzed and evaluated data provided for both corporations using tableau in regard to calculating and realizing Net Sales and Income, Gross Profit, Inventory Turnover and Debt Ratio, Total and Current Liabilities, etc.
  - Gathered additional financial information necessary from various financial sources to provide historical comparisons
  - Executed knowledge from this course in this project by various calculations and carefully analyzing financial data.
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