ASHMAL MACKNOJIA

https://akmackn2.github.io/Portfolio-Website/   University of Houston   Richmond, TX

EDUCATION

University of Houston, Houston, TX (Aug 2022- May 2026)
Pursuing Bachelor of Science, Computer Science
Minors: Business Administration & Mathematics
Relevant Coursework: Data Structures & Algorithms, Database Systems, Data Science, Web Development
GPA: 3.613

NSM Dean's List- Fall 2022, Spring 2023, Fall 2023, Spring 2024, Fall 2024, Spring 2025

EXPERIENCE

IT Help Desk- University of Houston, Houston, TX   (September 2022- Present)
• Providing technical support for students & faculty, troubleshooting issues related to network, VPN, and cloud services.
• Increasing the efficacy of this department by submitting 100+ closed ticket cases monthly from this part-time role.
• Bringing time efficiency for chatting about similar situations through saved instant messages reducing need to type.
• Training new hires and collaborating with coworkers when dealing with complex situations reported by user.
• Assisting user with what they can do manually on their end for their situation in the future which reduces callbacks.

Archrock- IT Intern, Houston, TX   (June 2025- Aug 2025)
• Internship involved utilizing PowerShell, MS Intune, MS Azure.
• Assisted with inventory management & deployment, configuring & imaging devices, and troubleshooting issues.
• Gained side knowledge and hands-on experience involving security & network, such as VPN, Defender, internet, etc.

Pioneer Mutual Federal Credit Union- Intern, Sugar Land, TX   (June 2023- August 2023)
• Processed transactions, including deposits, withdrawals, and business cash deliveries, ensuring accuracy & compliance
• Verified and scanned business deposit checks, managing endorsements, returns, and regulatory documentation.
• Assisted with loan applications through credit & approval verification, ensuring compliance with federal regulations.
• Provided account support and maintained organized financial records for member services.

SKILLS & CERTIFICATIONS

Languages: English, Hindi, Urdu, Gujarati, and Spanish.
Programming Languages: Python, JavaScript, SQL, C++, HTML, CSS
Libraries & Technical Skills: Pandas, NumPy, Seaborn, Matplotlib, Sklearn, Node.js, MySQL, Tableau
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.

PROJECTS

Portfolio Website (December 2024 – January 2025)
• Created a portfolio website using HTML, CSS, and JavaScript.
• Constantly making changes on a timely basis with any portfolio updates and plans to improve it over time.

CoogChallengers Data Science Kaggle Dataset Competition (February 2025 – Present)
• Competing in data science challenges hosted by CoogChallengers and partner organizations, solving real-world problems using diverse datasets on Kaggle.
• Performing data exploration, visualization, and preprocessing to derive insights and enhance model performance.
• Building, training, and optimizing machine learning models to improve predictive accuracy based on the assigned problem statements.
• Achieved **1st place** in team competitions, receiving feedback on efficiency and model improvements for enhanced predictive outcomes.
• Gaining hands-on experience in applied data science, refining skills in various Python libraries and machine learning frameworks.

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.