ASHMAL MACKNOJIA

https://akmackn2.github.io/Portfolio-Website/ (832) 375-5440 University of Houston Richmond, TX 77469

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, Machine Learning, Web Development
GPA: 3.587

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

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.

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

Data Entry Specialist- Medi Serve Testing, Houston, TX (November 2021- January 2022)
• Sent COVID test results to patients who received testing from company sites and performed Data Entry using Excel.
• Improved Excel skills and accomplished a month-long task within one week through Excel efficiencies and teamwork.

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.

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.