**Alishba Amin**

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**EXPERIENCE**

**Endpoint Technician Assistant** June 2022 – Present

Adelphi University | Garden City, New York

Responsible for day-to-day endpoint operations including ticket prioritization, tracking, and timely resolution, as well as technical support to 300+ staff, 200+ faculty, and 5,000+ students.

Key Responsibilities:

* + Investigated and diagnosed hardware and software issues on Windows, Apple OS, IOS, and Android devices to identify root causes.
  + Resolved and troubleshooted hardware and software problems, ensuring minimal downtime for end-users. Remediated malware infections, safeguarding the security of systems.
  + Installed hardware and software solutions for faculty, staff, and computer labs ensuring optimal functionality.
  + Provided exceptional classroom and multimedia support by assisting with projectors, TVs, video conferencing hardware, and software.
  + Collaborated with Endpoint Engineers and Technicians on various projects and research endeavors.

**Cyber-Security Intern**

Anti-Human Trafficking Intelligence Initiative |Remote

Key Responsibilities:

* + Actively contributed to and supported ongoing cyber-security operations aimed at combating human trafficking and exploitative activities.
  + Collaborated with a dedicated team to identify, analyze, and respond to potential threats and vulnerabilities in real-time.
  + Gained invaluable experience by shadowing Subject Matter Experts (SMEs) in the field of cyber-security.
  + Participated in Capture The Flag (CTF) projects designed to locate and address areas with exploitative activities on the internet.
  + Demonstrated problem-solving skills and critical thinking to decipher complex challenges, contributing to improved cyber-security strategies.
  + Engaged with a global network of sources to gather critical intelligence, enhancing the initiative's ability to detect and combat human trafficking activities on an international scale.

**Marketing Assistant** June 2017 – August 2017

Shaukat Khanam Memorial Cancer Hospital | Lahore, Pakistan

Key Responsibilities:

* Efficiently organized and promoted charitable events, securing RSVPs through persuasive outreach, and enhancing client satisfaction.
* Collaborated with cross-functional teams to develop and execute marketing strategies, resulting in increased event visibility and engagement.
  + Skillfully addressed client inquiries, concerns, and needs, building strong rapport, and enhancing client satisfaction.
  + Actively engaged with stakeholders and participants through various communication channels, ensuring timely updates and information dissemination.

**EDUCATION**

**Adelphi University** | Bachelor of Science in Computer Science, Information Security Expected Dec. 2023

* *Member*, ACM Society; *Volunteer*, Bridges to Adelphi CGPA: 3.02

**RELATED COURSEWORK**

Applied Cryptography, Information to Cyber Security, Cybersecurity (graduate course), Operating Systems, Software Engineering (graduate course)

**SKILLS**

Microsoft Office | Java | Python | Linux | SQL | HTML | CSS | SAAS | C | C++