



AMEER ALSHRAFI

ENTRY-LEVEL IT

Boston, Massachusetts 

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SUMMARY/OBJECTIVE

BS IT student graduating in 2023, eager to learn/contribute to an entry-level Information Technology position with a wide variety of skills including information security, engineering, networking, and operating system softwares. Possess an Associate's degree in Information Technology.

WORK EXPERIENCE

**Jan. 2022-
May 2022**

**Customer Service Rep./ Covid Tester
Medtronic**

- Collaborated with medical and administrative personnel to maintain patient-focused, engaging and compassionate environment.
- Communicated clearly and effectively with patients to verify information and determine purpose of visit.
- Maintained detailed records of test results by entering data and patient information into computer.
- Assisted with diagnostic testing

2018-2020

**Customer Service Associate
Executive Auto Detail**

- Earned management trust by becoming key-holder (Opening & Closing store).
- Provided an elevated customer experience to generate a loyal clientele. Inspected quality of work performed to ensure customer satisfaction.
- Handled daily overflow of paperwork and cooperated with the accounting department on invoices.
- Complete detailing, shampoo carpeting, wax, and buffing, customer care and cash handling of all makes and models.
- Maintained cleanliness and presentation of stockroom/production floor to promote a visually appealing environment.

EDUCATION

University of Massachusetts | Boston, MA

- 2021-2023 (anticipated) | Bachelor of Science in Information Technology | GPA: 3.63

North Shore Community College | Danvers, MA

- 2018-2020 | Associate of Arts in Information Technology

RELEVANT COURSES

- Information Technology & IT
- Info Tech, Society, & Culture
- Database Theory
- Computer Science
- Unix
- Windows Workstation
- Internet Networking & Security
- Info Systems Disaster Recovery
- Web Fluency
- Networks

SKILLS

- Microsoft Office Suite
- Linux, Windows, MacOS, Java, C++, Unix
- Attention to Detail
- Leadership
- Work Ethic
- Time Management
- Communication
- Adaptability
- Strategic Planning
- Multilingual