

# Amir Badrudeen

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## EDUCATION

**City University of New York at Brooklyn College | Brooklyn, NY**

**Dec. 2024**

**B.S. in Computer Science**

- **Courses:** Intro to Java · Modern Programming Techniques · Data Structures & Algorithms · Operating Systems · Discrete Structures · Programming Paradigms in C++ · Web App Development · Computer Graphics · Software Engineering · Computers & Ethics · Computer Architecture
- **Honors:** 3x Dean's List

## TECHNICAL SKILLS

**IT Support Tools:** Jira Service Management, Zendesk, TeamViewer, AnyDesk, SolarWinds RMM, Freshservice

**Operating Systems:** Windows, MacOS, Linux (installation, configuration, troubleshooting)

**Networking:** LAN/WAN configuration, DHCP, VPN, Wi-Fi troubleshooting, Active Directory user and group management

**Hardware Maintenance:** Computer and peripheral diagnosis, repairs, upgrades, inventory management

**Security & Backup:** Antivirus management, patching, backup solutions, disk imaging, data recovery

**Cloud Services:** Office 365, Google Workspace user support and administration

**Documentation:** Technical documentation, knowledge base management

**Scripting (basic):** PowerShell, Bash for automation tasks

**Collaboration Tools:** Slack, Microsoft Teams, Zoom

## EXPERIENCE

**Celebrity Moving | New Hyde Park, NY**

**Aug. 2022 - Nov. 2023**

*Entry Level IT Support Technician*

- Assisted **end users** with **basic hardware** and **software troubleshooting**, ensuring timely resolution of support requests.
- Logged and prioritized issues using **ticketing systems**, escalating complex incidents to senior staff.
- Supported setup and configuration of **Windows** and **MacOS** workstations under supervision.
- Performed **inventory tracking** of **IT assets** and coordinated routine maintenance and repairs.
- Supported **antivirus installations** and **application patching** to maintain system security.
- Communicated clearly with users and documented common technical solutions.

*IT Support Specialist*

**Nov. 2023 - Present**

- Provided **user** and **group account management**, **permissions configuration**, and **policy enforcement** through **Active Directory** to support IT security and access control.
- Managed and resolved technical support requests efficiently via **Jira Service Management** and **Zendesk**, ensuring swift incident resolution and operational uptime.
- Delivered remote troubleshooting via **TeamViewer** and **AnyDesk**, resolving hardware and software issues across **Windows**, **MacOS**, and **Linux** platforms.
- Configured and maintained network connectivity using **DHCP**, **VPNs**, and **Wi-Fi access points**.
- Managed hardware inventory with **asset management tools**, coordinating upgrades and repairs to optimize operational efficiency.
- Administered **antivirus software**, applied **security patches**, and conducted **backups** and **data recovery** to safeguard company data.
- Documented technical procedures and contributed to the **knowledge base** to streamline support processes.
- Provided user training and support on collaboration platforms such as **Slack** and **Microsoft Teams**.
- Ensured compliance with company **security policies** and **IT best practices** in a fast-paced environment.

## PROJECTS

**Homelab Infrastructure | Self-Directed Project**

**July 2025 - Present**

- Designed and deployed a home server using **Docker**, **Linux** and **virtualization technologies** to host applications including media servers (**Jellyfin**), monitoring tools (**Uptime Kuma**), DNS filtering (**AdGuard**), a self-hosted search engine (**SearXNG**) and many others!
- Implemented secure networking practices with **Cloudflare Tunnels**, **VPN containers** and **firewall rules** to simulate **production-grade environments**.
- Troubleshooted container **networking**, **optimized storage** and **system resources**, and gained hands-on experience with **virtualization**, **networking** and **DevOps** best practices.