Anteneh Moges

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EDUCATION:

New York University, Courant Institute of Mathematical Sciences   New York, NY

Bachelor of Arts in Computer Science, Minor in Business Studies   *GPA: 3.02/May 2016*

Fall Semester Study Abroad Programs*: NYU Shanghai, China '15 • NYU Abu Dhabi, UAE '14*

Activities: *Sophomore President, College Cohort Program • Vice President, Ethiopian/Eritrean Student Assoc.*

PROFESSIONAL EXPERIENCE:

Pachyderm Consulting, LLC- *Junior Technician***, New York, NY**   *Sept. 2016—Present*

- Analyze and troubleshoot existing wired and wireless network systems through client visits/calls
- Setup computer workstations, utilizing Office 365 and other key software at administration level
- Handle repairs and exchanges of defective devices while assisting in improving network design

NYU Bobst Library- *Desktop Support Assistant***, New York, NY**   *May 2013—May 2016*

- Assist front desk patrons and technicians with loaner equipment and troubleshooting issues
- Field and address incoming help requests from end-users via both telephone, email or in person
- Provide assistance for all computer workstations, basic applications and networking problems

PRADA Group USA Corporation- *IT Intern***, New York, NY**   *June 2015—Aug. 2015*

- Imaged PCs for store and corporate users and setup videoconference rooms for presentations
- Troubleshot issues and performed warranty replacement while inventorying technical equipment
- Composed first IT Intern Guide with detailed information for future interns to follow and edit

NYU Information Technology- *QA Data Analyst Intern***, Abu Dhabi, UAE**   *Oct. 2014—Dec. 2014*

- Performed accurate tests on varied set of technical equipment such as internet ports and routers
- Diagrammed network infrastructure of the campus from collected data, utilizing Google Drive
- Collaborated with other interns in creating/executing test scripts for NYU-centric applications

American Society of Mechanical Engineers- *IT Intern***, New York, NY**   *June 2014—Aug. 2014*

- Provided help-desk and technical support for all employees via telephone, email and in person
- Documented an informative and comprehensive instructional guide for incoming new printers
- Programmed more than 50 mobile devices utilizing AirWatch for company's phones' transitions

TECHNOLOGY SUMMARY:

System: Windows • OS X • iOS • Android | **Languages**: Java • HTML • CSS • JavaScript • jQuery
Web: Node.js • Express • Rest API • EJS Templating • Bootstrap • Heroku | **Database**: MongoDB
Software: Azure AD • Office 365 • Exchange • Lync • Intune • Macrium Reflect Imaging • Datto
Working Knowledge: TCP/IP • VPN • DHCP • Virtualization • Cloud Administration • Backups
General: Customer Service • Helpdesk • Troubleshooting • Ticketing & Resolving • Resourceful