Ayyan Malik

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EDUCATION

University of Nevada Las Vegas   **Expected Graduation Date: Dec. 2024**
Bachelor of Science in Computer Science
West Career and Technical Academy | **Aug. 2016 – Jun. 2020**
Program: I.T and Business

RELEVANT COURSEWORK

Data Structures & Algorithms - Using C++, learned sequential and linked structures as well as Internal structures such as stacks, queues, trees, and graphs
Analysis of Algorithms - Analysis of the time and space complexity of algorithms. Fast algorithms for problems such as set, graph, and matrix manipulations, pattern matching, sorting, and storage organization.
Data Presentation & Analysis - Python-based class where different data analysis techniques and properties were taught as well as ways to present the data

TECHNICAL SKILLS

Languages: C++, Java, C, Python, Assembly, R
Web Development: HTML, JavaScript, jQuery, CSS
Tools: Visual Studio, Xcode, React, MySQL

PROJECTS

Bank Management Console App - github.com/ayyanm/BankMng
- Console-based bank management app written in C++.
- Designed for efficient user data management and transaction tracking utilizing Hash Maps.
- Features include creating a user account, viewing a user account, locking/unlocking account access, and adding/viewing transactions.

Webpage - Website for Photography Business - tlvrep.com
- Created a webpage for a business using HTML, CSS, and JavaScript, added animations and interactive tools such as galleries, before and after sliders, etc.

Arduino Vehicle - github.com/ayyanm/ArduinoCar
- Built and wired Arduino vehicle. Programmed it in C++ to avoid hitting obstacles using sensors and to respond to an IR Remote.
- Project completed intended tasks with a 100% success rate by not hitting obstacles and following remote instructions.

WORK EXPERIENCE

IT HELP DESK, TECHNICIAN II | UNLV Office of Information Technology | Las Vegas   **Jun. 2022 - PRESENT**
- Providing technical support to a university of over 30,000 students and over 4,000 faculty members via phone, email, chat, or in-person.
- Troubleshooting and resolving hardware and software for up to 50 customers daily by phone and an additional 40-100 online tickets daily.
- Collaborated with 10-20 technicians within the office to escalate and resolve complex issues as needed.
- Maintain a high level of customer service and satisfaction through timely and effective communication, interpersonal skills, and issue resolution.

SALES ADVISOR | Best Buy | Las Vegas   **Jun. 2021-Jun. 2022**
- Provided customer service to large volumes of diverse customers daily to help with their needs regarding electronics
- Consistently achieved monthly sales of approximately $20,000
- Continuously trained on new electronics monthly in order to better assist customers
- Communicated technical terms into user-friendly language so that customers could better understand the products.

GENERAL MERCHANDISER | Target | Las Vegas   **Oct. 2018 - Jun. 2020**
- Supported the electronics department by providing customer service during peak seasonal times
- Provided excellent customer service to large volumes of customers
- Ordered, maintained, and stocked the inventory for all 9 departments of the store