

AYYAN MALIK

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EDUCATION

University of Nevada Las Vegas – Bachelor of Science in Computer Science. | Aug 2020 – Present

Relevant Coursework:
Data Structures & Algorithms, Systems Programming, Data Mining, Data Presentation & Analysis

West Career and Technical Academy – I.T and Business | Aug 2016 – Jun 2020

SKILLS

Web Development (HTML, CSS, JavaScript)

C++, C, Java, Python

Database Management (SQL)

Communication & Interpersonal Skills

Experience with ticketing systems

Strong Debugging and Problem Solving

Proficient with Windows, Linux, Mac

EXPERIENCE

IT HELP DESK, TECHNICIAN II | UNLV Office of Information Technology | JUN 2022 - PRESENT | Las Vegas

- Provided technical support to end-users via phone, email, chat, or in-person, assisted up to 50 customers a day by phone call. Would handle up to an additional 40-100 online tickets daily as well.
- Served a university of over 30,000 students and over 4,000 faculty members.
- Troubleshoot and resolved hardware and software issues related to desktops, laptops, printers, and mobile devices.
- Created and maintained technical documentation, collaborated with the other 12 teams within office to escalate and resolve complex issues as needed.
- Maintained a high level of customer service and satisfaction through timely and effective communication, interpersonal skills, and issue resolution.

SALES ADVISOR | Best Buy | JUN 2021-JUN 2022 | Las Vegas

- Provided excellent customer service to large volumes of diverse customers every day to help with each of their individual needs regarding electronics, consistently achieved monthly sales of approximately \$20,000
- Was required to quickly learn about many new electronics in order to sell them and help customers when they had questions
- Communicated technical terms into simpler language for people

PROJECTS

Bank Management Console App

- Console-Based bank management app written in C++.
- Designed for efficient user data management and transaction tracking utilizing Hash Maps.
- Features include, creating user account, viewing user account, locking/unlocking account access, and adding/viewing transactions

Webpage - Website for Photography Business

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

Spell Checker console App

- Console-Based C++ app that takes in a file user and uses Hash Maps to check the spelling of each word and provide suggested words.

Arduino Vehicle

- Built and wired Arduino vehicle. Programmed it in C++ to avoid hitting obstacles using sensors, and to respond to an IR Remote.