

Alina Zaidi

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SUMMARY

Well-rounded technology professional with a variety of skills related to IT Support, customer relations, and programming. Strong problem-solving skills and a positive work ethic, with the ability to collaborate and work cross-departmentally. Seeking opportunities to contribute skill set and provide IT support with stellar customer service.

SKILLS

- Proficient in Microsoft Office, PowerShell, Linux CLI, IT Customer Support, Process Management, Troubleshooting, Debugging, Encryption Algorithms and Techniques.
- Customer Engagement, Time Management, Service Level Agreements, Process Management, Ticketing Systems.
- Browser Based Technologies (HTML5, CSS, JavaScript, JQuery, Bootstrap, Handlebars, Local storage)
- Server side development (Node.js, Express, User authentication), API interaction (API, JSON, AJAX)

PROJECTS

Fitlist App

GitHub Repository: <https://github.com/az84/FitList>

Deployed link: ***Fitlist Heroku link***

- Worked with a team of four developers to build a full stack application that allows users to sign in and sign out of an application that stores and tracks fitness goals. Users are able to view, create and track their daily workouts along with the name, type, weight, sets, reps, and duration of the exercise.
- Lead Front-End Designer responsible for CSS implementation, responsive mobile-first design, sign in and sign out JavaScript functionality.

Star Books

GitHub Repository: <https://github.com/az84/Project-1>

Deployed link: ***<https://az84.github.io/Project-1/>***

- Worked with a team of three developers to create a book search site that utilizes Google Books API and the NYT Books API to bring the user a wide variety of books they can read based on their input. The user can click on the various books to learn more about them, as on click they will be redirected to a google books page with further information on the selected book.
- Lead Front-End Designer responsible for CSS implementation, responsive mobile-first design, displaying keypress JavaScript functionality.

EDUCATION

University of London

Bachelor of Science in International Relations

08/2014 - 08/2020

- Distance learning Bachelor's Program with academic direction from The London School of Economics and Political Science.
- Demonstrates a critical understanding of the core literature and main theoretical issues in the field of international relations.
- Understand the international aspects of problems such as environmental degradation and economic globalisation.
- Additional courses in Accounting and Finance.

EXPERIENCE

The Judge Group

Benefits Assistant

12/2020 - 08/2021

- Assisted with benefit duties including verifying employees are enrolled in a timely manner, making changes to coverage as needed.
- Responded to routine employee requests and benefit issues accurately and in a timely manner, writing communications, completing benefits verifications.
- Worked in a small team to administer the benefits provided to 3000+ eligible US employees for a large staffing/consulting firm.

Willis Towers Watson

Technical Support Assistant - Licensed Benefit Advisor

08/2020 - 11/2020

- Used a consultative approach to listen and assess the retirees' insurance needs and eligibility.
- Effectively communicated the costs and benefits of multiple insurance plans over the phone.
- Developed plan recommendations based on participants' individual needs and assisted them with the decision-making process.

CERTIFICATES & LICENCES

Google IT Support Professional Certificate

07/31/2019

- Completed a 5-course specialization developed by Google that include hands-on, practice-based assessments and are designed to prepare for entry-level roles in IT support.
- Competent in foundational skills, including troubleshooting and customer service, networking, operating systems, system administration, and security.

IBM Customer Engagement Specialist Professional Certificate

06/23/2019

- Demonstrates the knowledge and skills needed to be a successful Customer Engagement Specialist.
- Engage effectively through clear and concise communication and listening abilities.
- Apply appropriate empathetic behaviour such as patience, curiosity and willingness to help and effectively engage in problem solving to research an issue and determine an appropriate resolution.
- Understand and adhere to process flow to ensure Client Service Level Agreements are met.

