

# ASHRAF TALUKDER

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## TECHNICAL & PROFESSIONAL SKILLS

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- Operating Systems: Windows 10, iOS 8, Android 5.1, basic MAC OS X
- Hardware: HP Laptops, HP Workstations, motherboards, printers, multifunction copiers, Mitel 5360 IP Phones, Android and iPhone smartphones
- Applications/Tools: Microsoft Office 2010 Suites, Adobe Professional, browsers: Chrome/IE/Firefox
- Network: Desktop switches, TCP/IP (Static & DHCP), LAN, wireless access points, terminating CAT 5E cables, and server rack cable management
- Proficient in Bangla

## PROFESSIONAL EXPERIENCE

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### Providence Equity Partners

New York, NY

*Information Technology Intern*

*January 2015-July 2015*

Providence is a premier global asset management firm with over \$40 billion in assets under management across complementary private equity and credit businesses. Since the firm's inception in 1989, Providence has invested in over 140 companies and became the leading equity investment firm focused on the media, communications, education, and information industries.

- Provided technical desktop support to the Private Equity & Capital Markets divisions which are comprised of approximately 100 employees.
- Assisted local IT team with day-to-day operations including workstation imaging, video conferencing setup, and troubleshooting hardware and software tickets.
- Troubleshoot and configure mobile devices such as iPhones and Android utilizing MaaS360 as email regulatory gateway.
- Help with inventory tracking of the firm's stored hardware.

### New York City Department of Probation

Bronx, NY

*Intern*

*December 2013-April 2014*

- Provided desktop support to staff and addressed technical issues in a timely manner.
- Assisted with general office support including answering phones, filing, typing, faxing, and scanning.
- Participated in client interviews and agency staff meetings.

## EDUCATION

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### CUNY New York City College of Technology

Brooklyn, NY

*Major: Computer Systems Technology*

*September 2014-Present*

- Candidate for a Bachelor of Technology in Computer Systems.

### Year Up

New York, NY

*Major: Information Technology*

*Graduated July 2015*

Year Up's mission is to close the Opportunity Divide by providing urban young adults with the skills, experience, and support that will empower them to reach their potential through professional careers and higher education.

- Completed an intensive 10 month professional development program with coursework in Microsoft Office 2010, Business Communications, Business Math and Professional Skills.
- Developed project management, team work, and public speaking skills.
- Accrued 200+ hours of hands-on training in Information Technology.
- Earned 18 college credits towards a bachelor degree in partnership with Empire State College.

## VOLUNTEER EXPERIENCE

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### Global Family Reunion

Queens, NY

*Volunteer*

*May 2015*

The Global Family Reunion was a daylong community event held on June 6, 2015 at the site of the legendary 1964 New York World's Fair – now home to the New York Hall of Science. The event featured dozens of speakers, activities, food and music with all proceeds benefiting the Cure Alzheimer's Fund and the Alzheimer's Association New York Chapter. Volunteered in lead-up to the event.