

Didar Khan

New York, NY 10009

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Summary of Qualifications:

A diligent and dependable college student with a strong technical skill set. Exceptional communication skills, ensuring clear and empathetic interactions with customers. Excellently coordinated, driven, proactive, and punctual, strongly emphasizing teamwork. Currently pursuing an entry-level position to develop my skills further while showcasing my great desire to keep learning and growing in all facets of my life.

Technical Skills:

Programming: JavaScript, HTML, CSS

Operating Systems: Mac OS, Windows OS, Some knowledge of Linux OS

Productivity: Apple Products, Microsoft Office Products, Google Service Products, Hardware Troubleshooting, Software Troubleshooting

Education:

New York City College of Technology

Brooklyn, NY

Associate in Applied Science: Computer Information Systems

December 2023

Bachelor of Technology: Computer Systems

Major GPA: 3.2

Expected:2024

Course Work:

- Computer Systems Management and Support.Virtualization.VirtualBox.
- Intricacies of the Computer System and Desktop Environments. Cloud-Based Technologies.
- Windows 10, File Management, Personalization, and Security help.
- Security Settings, Networking and Utilities Settings.
- System Admin/Unix/Linux.

Certifications:

Apple Device Support

2024

Google IT Support Professional Certificate

2024

AWS Certified Cloud Practitioner

2024

Online training

Nebula Academy Software Engineering Bootcamp

Online

Expected Graduation

June 2024

Working Experience:

Dominos Pizza Inc.

Queens, NY

Customer Service Representative

04/2018 - 04/2023

- Answered phone calls, chats, and emails to facilitate customer service.
- Addressed inquiries, resolved customer issues, and managed customer relations.
- Handled high-pressure situations during peak hours while maintaining a positive attitude.
- Consulted with customers regarding needs and addressed concerns.
- Delivered food to customers. Operated with priority and time management.

New York City College of Technology

Brooklyn, NY

Student Ambassador

06/2019 - 09/2019

- Organized and managed activities and events for the 2019 graduation ceremony.
- Assisted incoming freshmen in their college orientation process.
- Conducted prospective students and their families escorted tours of the campus.
- Provided details about the campus's amenities, academic offerings, and social scene.
- Aided in the registration process and helped with class scheduling.