Didar Khan

New York, NY | 917-916-5127 | Didark791@gmail.com
[LinkedIn](#) | [GitHub](#) | [Portfolio](#)

Junior Front End Developer | Tech Support Specialist | Helpdesk Support

Aspiring IT support specialist and front end developer with a strong foundation in JavaScript, HTML5, CSS3, and ReactJS. Experienced in hardware troubleshooting and IT ticketing systems, with a proven ability to manage technical operations and deliver excellent customer service.

Technical Skills

- **Programming Languages & Frameworks:** JavaScript, ReactJS, HTML5, CSS3
- **Tools & Technologies**: Figma, Visual Studio Code, Trello, Slack, Git, GitHub
- **Office & Collaboration Tools**: Microsoft Teams, Microsoft Word, Microsoft Excel, Google Meet, Google Drive, Google Docs
- **Technical Expertise:** Hardware Troubleshooting and Setup, Network Setup and Configuration, Software Installation and Updates, Debugging and Problem Solving

Technical Projects

Calculator - [GitHub](#) | [Demo](#)
Developed a functional calculator using JavaScript, HTML, and CSS to perform basic arithmetic operations including addition, subtraction, multiplication, and division. This project enhanced my understanding of core web technologies and principles of responsive design.
- Implemented user-friendly interface to ensure ease of use
- Utilized JavaScript for dynamic functionality and event handling
- Applied CSS for styling and layout to create a visually appealing tool

Ping Pong Game - [GitHub](#) | [Demo](#)
Created an interactive ping pong game using JavaScript, HTML, and CSS, focusing on game logic and user interactions. This project helped solidify my skills in front-end development and real-time updates.
- Designed and implemented game mechanics using JavaScript
- Created responsive game layout with HTML and CSS
- Enhanced user experience with smooth animations and intuitive controls

Relevant Coursework

I.T. Service Management
- **Technical Troubleshooting:** Acquired skills in diagnosing and resolving hardware and software issues, improving efficiency in technical support scenarios.
- **User Support:** Learned effective communication techniques to assist end-users with technical problems, ensuring a positive user experience.

- **ITIL and COBIT Frameworks:** Gained knowledge in ITIL and COBIT methodologies, enhancing capabilities in incident management and service delivery.
- **Technical Documentation:** Developed skills in creating detailed documentation for IT processes and troubleshooting guides, facilitating better knowledge sharing.
- **Configuration Management:** Learned to manage and maintain IT configurations, ensuring systems are properly configured and operational.

Education

New York City College of Technology	Brooklyn, NY
Bachelor of Technology in IT Operations	12/2024
Nebula Academy	New York, NY
Full Stack Web Development Course	10/2023 - 06/2024
New York City College of Technology	Brooklyn, NY
Associate of Science in Computer Information Systems	12/2023

Experiences

Assafa Islamic Center   New York, NY
Coordinator   06/2023 - Present
- Assist with operational duties and oversee online board-certified academics for youth.
- Troubleshoot network, video, and audio setups for students, supporting assignment submissions, on Microsoft Teams and Google Services.

CUNY - New York City College of Technology   Brooklyn, NY
Student Ambassador   06/2019-07/2019
- Planned and Coordinated and Assisted with the 2019 graduation and honors ceremony held at Barclays Center in Brooklyn, NY

Domino's Pizza Inc.   Queens, NY
Customer Service   04/2018 - 04/2023
- Handled store operations and improved efficiency.
- Assisted Customer needs and resolved customer complaints promptly, maintaining high satisfaction, and managed cash transactions accurately using POS systems.
- Trained and mentored new employees, fostering a team-oriented environment and ensuring high standards of customer service.
- Led daily shift operations, coordinating team activities and delegating tasks to ensure smooth store functioning and adherence to company policies.

* References Available Upon Request *