

# Daniel Shafi

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## EDUCATION

**Rutgers University, New Brunswick, NJ**

Graduation: January 2025

BA in Information Technology and Informatics, Minor in Digital Communication Information and Media. GPA 3.74

## TECHNICAL SKILLS AND CERTIFICATIONS

**Cloud:** AWS

**Operating Systems:** Windows 10 and 11, Windows Server 2022, and Linux

**Software:** Active Directory, Exchange, Office 365, Hyper-V, and Virtual Box

**Programming Languages:** Python, Bash

**Soft skills:** Outstanding customer service, excellent leadership abilities, and excellent verbal, interpersonal, and written communication skills

**Certifications:** CompTIA A+ (2024), TestOut Security Pro (2023), Dell Service Provider (2024), Lenovo Qualified PC Service Technician (2024)

## RELATED EXPERIENCE

**Help Desk Analyst | Lead Cyber Solutions**

New Brunswick, NJ, Apr. 2024- Current

- Use Active Directory, Microsoft Exchange, and ConnectWise to provide technical support to a team of over 400 end-users
- Assist with on/offboarding, research/troubleshoot software issues, and configure ports, VPNs, switches, access points, and firewalls as needed
- Maintain thorough documentation and coordinate with management to manage inventory, supply orders, and setup of new equipment

**Technical Support Specialist | WorldWide TechServices**

Lakewood, NJ, Jan. 2024- Current

- Expertise in repairing, upgrading, reimaging, and troubleshooting hardware and software in HP, Lenovo, and Dell laptops, desktops, printers, Chromebooks, and TVs
- Provide door-to-door repair services for enhanced customer convenience
- Identify, prioritize, and resolve tickets within SLA periods

**Help Desk Technician Internship | Archangel Michael Church**

Howell, NJ, June 2022- Sept. 2022

- Provide Tier 1 desktop support and resolve break/fix issues to a team of 15
- Answer calls and escalate tickets as necessary
- Perform computer hardware upgrades and reimaging to laptops, printers, and desktops as required

**Assistant Manager | Dunkin**

Freehold, NJ, Sept. 2018- April 2024

- Use Windows, Mac OS, Oracle systems, Microsoft Office 365, Outlook, and Microsoft Teams for efficient paperwork and reporting tasks
- Lead a team of over 20 to consistent improvements on speed of service, increased profits, and excellent customer service and satisfaction
- Maintain inventory tracking systems to ensure accurate product availability and budgeting of supply orders

## PROJECTS AND PROFESSIONAL DEVELOPMENT

**Home Lab | Windows Server 2022, Active Directory**

Dec. 2023- Current

- Use Windows Server 2022 to manage domain of 5 virtual machines running Windows 10
- Host Pi-Hole server on a Debian Hyper-V virtual machine coupled with Tailscale as a subnet router/VPN for network-wide and on the go ad blocking across all devices
- Write scripts to automate regular activities and maintenance

**Cloud Resume Challenge | AWS, HTML, CSS, Python, JavaScript**

May 2024- Current

- Created a static website showcasing my resume hosted with AWS using S3 for storage, CloudFront for content delivery, and Route53 for DNS
- Implemented a visitor counter feature using a Lambda function with Python for the backend, created an API Gateway as the Lambda trigger, and DynamoDB to store and update the visitor count table
- Implemented a front-end CI/CD pipeline using a Github Workflow action to push new changes made in VSCode on my local Git repository to my Github remote repository, then to my S3 bucket

**New York Times Headline Analyzer | Python, New York Times API**

March 2023

- Created a Python project using the New York Times API to analyze news headlines and other analytics spanning different years
- Used vaderSentiment to perform sentiment analysis of data collected