

# Daniel Shafik

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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 3.71

### Relevant Coursework

Information Technology Fundamentals, Object Oriented Programming, Certification Practicum in Cybersecurity

## TECHNICAL SKILLS AND CERTIFICATIONS

**Technical skills:** Computer and laptop hardware repair, Windows 10 and 11, Windows Server 2022, PowerShell, Active Directory, Hyper-V, Linux, Python, and Microsoft Office 365

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

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

## RELATED EXPERIENCE

### IT Analyst | Lead Cyber Solutions

New Brunswick, NJ, Apr. 2024- Current

- Provide technical support for a team of over 300 end-users with on-boarding/off-boarding, software issues, and hardware repair/installation
- Maintain network of 10+ servers and configure ports, VPNs, switches, access points, and firewalls as needed
- Maintain proper 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 Donuts

Freehold, NJ, Sept. 2018- Current

- 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 VM 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

### 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 Github repository 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