Daniel Shafik

| dshafik20@gmail.com | http://www.danielshafik.com | https://www.github.com/dshafik20

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
- Provided technical support for a team of over 300 end-users with on-boarding/off-boarding, software issues, and hardware repair/installation
- Maintained network of over 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 DEVOLEPMENT

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 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