

FAIZA KHAN

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SUMMARY OF QUALIFICATIONS

- Applied software development skills with a focus on C++ and Java to implement projects, incorporating algorithms, planning, and analytical problem-solving to deliver efficient, maintainable solutions.
- Experienced in working with large datasets using Oracle SQL to maintain, update, and expand databases; developed complex SQL queries to generate sizable, user-navigable datasets, ensuring accuracy, performance, and usability.
- Combine deep product knowledge with technical expertise to clearly explain complex solutions in accessible terms; leverage sales strategies and models to align technical value with customer needs.
- Skilled in customer service, troubleshooting, and strategic thinking, with proficiency in using and creating documentation in Excel, Google Docs, and similar tools for both independent and team-based projects.

TECHNICAL SKILLS

Programming Languages: C++, C, CSS, Java, SQL, HTML, Python, JavaScript

Tools & Platforms: Visual Studio Code, React Native, AWS, GitHub, Microsoft 365, Google Sheets, Google Docs, App/Web development, Software product troubleshooting, Agile/Scrum

Networking: LANs, VLANs, VPNs, DHCP servers, TCP/IP, Ethernet, Network configuration, Troubleshooting, Helpdesk & technical experience

Operating Systems: Windows, Linux, MacOS, Android, IOS

EDUCATION

Lewis University, Romeoville, IL

Expected Graduation: Dec 2026

Bachelor of Science in Computer Science – Software Engineering Focus | GPA: 4.00

- Dean's List

Current

Joliet Junior College, Joliet, IL

Graduated: Aug 2024

Associate of Arts | GPA: 3.7

- Dean's List

2 Consecutive years

Coursework: Programming in C/C++, Programming in Python, Discrete Mathematics, Computer Info Systems

Fundamentals, Fundamentals of Networking (CISCO), Communications, SQL Databases, Cybersecurity Essentials

CERTIFICATIONS

- IBM Linux Commands and Shell Scripting
- Google Operating Systems and You
- Google Devices Certification
- Google AI Gemini Genius

WORK EXPERIENCES

Tech Sales Associate | Mosaic @ Google

Sept 2024 - Current

Oakbrook, IL

- Identifying unmet customer needs and recommending hardware/software solutions resulted in a 15% increase in customer adoption of premium services.
- Deliver product feature education and partner with internal teams to improve future releases.
- Leverage data-driven insights from customer interactions to inform product demos, improving engagement metrics and conversion rates by 12%.

App Developer Project Intern | Touching Hearts Software

Aug 2024 – Dec 2024

Lewis University, Romeoville, IL

- Partnered with a 4-member cross-functional team to design and build a live-streaming mobile app for Android/iOS using JavaScript, CSS, HTML, React Native, and completed 100+ development hours within Agile sprints.
- Applied best practices in UI/UX design to develop an intuitive and accessible interface, enabling smooth navigation for features like live streaming while increasing prototype usability testing scores by 25%.
- Utilized GitHub for version control and performance tracking to maintain a 100% on-time delivery rate for sprint goals with stakeholders.

Technical Agent – Best Buy | Geek Squad

May 2024 – Jan 2025

Downers Grove, IL

- Hardware troubleshooting (IOS, Android, PC) and software implementation by customizing scripts using command-line prompts for system diagnostics and updates, resulting in a 20% efficiency improvement.
- Provided face-to-face technical consultation while troubleshooting software/hardware issues.
- Configured and optimized network settings, antivirus software, and system utilities to improve device security and performance, ensuring reliable client solutions.

VOLUNTEER INVOLVEMENT

Event Volunteer - Masjid Al-Jumu'ah, Bolingbrook, IL

July 2024 – May 2025

- Partnered with community organizations, including Feed My Starving Children, to coordinate event setup.

Volunteer Coordinator - Joliet Junior College, Joliet, IL

April 2024

- Collaborated with a volunteer team to manage check-ins and seating for a live event with 100+ attendees.

PROJECTS

Tv-show Database | SQL & Python

- Designed and implemented a scalable, normalized multi-table TV show database using SQL (tested in Oracle and MySQL), incorporating indexing, version control, stored procedures, triggers, and user roles for performance and security.
- Developed parameterized queries and Python-based CRUD functionality, integrating logging and error handling for reliability.
- Followed best practices in query optimization, data integrity, and access control, simulating enterprise-level data management.

Plant Care Web/App | Java, CSS, HTML

- Developed a fully functional plant care web app using JavaScript, HTML, and CSS in VS Code, featuring real-time notifications, image integration, and interactive plant-watering logic.
- Applied responsive web design principles to create an intuitive and interactive interface for testing and internal use.
- Used Git/GitHub workflows (branching, CI/CD pipelines, and automated testing) to maintain code quality, showcasing full-stack development practices.

Ubuntu Disk Creation | Cybersecurity & System Hardening

- Engineered a secure Ubuntu disk image with layered defense-in-depth security measures, including ufw/iptables firewall rules, SSH hardening, kernel parameter tuning, intrusion detection (AIDE), and antivirus scanning.
- Conducted network reconnaissance (IP discovery, ping sweeps, netstat analysis) and enforced least-privilege access controls to strengthen system resilience.
- Documented vulnerabilities and applied CIS Benchmarks for hardening, simulating professional cybersecurity audit practices with the team.

BIOS Bootloader | x86 Assembly & Systems Programming

- Developed a BIOS bootloader from scratch in x86 Assembly (NASM), handling interrupt-driven keyboard input, memory addressing, and text output.
- Built and tested the bootloader using nasm, dd, and qemu, booted it on macOS, and integrated it into a virtualized Linux environment for cross-platform validation.
- Implemented basic security measures at the boot level (stack protection, controlled memory access) and documented the boot process.