

Ghafoor Ameri

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Summary

Detail-oriented IT professional with extensive hands-on experience in hardware repair, technical troubleshooting, and end-user support. Skilled in diagnosing, repairing, and maintaining Chromebooks, laptops, and desktop systems across diverse environments. Proven ability to manage asset inventories, document repairs, and communicate effectively with non-technical staff. Committed to ensuring optimal system performance and supporting school-based technology needs through efficiency, precision, and excellent customer service.

EDUCATION

Montgomery College, Rockville, MD January 2025-December 2025
Associate of Science in Computer Science

Prince George's Community College (PGCC), Largo, MD January 2024-January 2025
Associate of Science in Computer Science

Charkh Bargar High School, Kabul, Afghanistan December 2019

WORK EXPERIENCE

Prince George's Community College, Largo, MD May 2024 – January 2025
Computer Technician

- Performed diagnostics and repairs on laptops and desktop computers, including component replacement and reimaging.
- Assisted in network setup, printer installation, and system configuration for classrooms and administrative offices.
- Maintained accurate repair and asset tracking records, contributing to inventory audits.
- Supported faculty and staff by troubleshooting hardware and software issues in person and remotely.
- Ensured devices met performance standards before deployment to end users.

DC Prep, Washington, DC June 2024 – September 2024
IT Intern

- Installed and maintained educational technology, including Chromebooks and network devices.
- Troubleshoot system performance, connectivity, and software installation issues.
- Assisted with device management through tracking systems and documentation tools.
- Collaborated with IT staff to streamline maintenance and improve technical support response times.

Prince George's Community College, Largo, MD January 2023-May 2023
Front Desk Agent

- Delivered professional front-line technical assistance to students and staff.
- Managed scheduling, ticket tracking, and documentation for system access requests.

UN-IOM, Doha, Qatar May 2022- July 2022
Warehouse Assistant

- Executed data entry tasks, ensuring accuracy and compliance with reporting requirements.
- Maintained inventory documentation, supporting audit and accountability measures.

Medair, Daikundi, Afghanistan March 2021- March 2022
Senior Assistant

- Collected and entered program data, ensuring accuracy in reports and compliance with deadlines.
- Supported administrative functions and data-driven decision-making processes.

Projects

- **Bank Account Inheritance Program (Java):** Developed class-based architecture using OOP principles.
- **Python Data Analyzer:** Automated cleaning and visualization of CSV data sets using Pandas.
- **Network Simulation Lab:** Configured local network setups and tested connectivity protocols.

TECHNICAL SKILLS

- **Programming:** Python, Java, C++, JavaScript, SQL
- **Tools & Frameworks:** Git/GitHub, VS Code, Eclipse, MySQL Workbench
- **Concepts:** Data Structures, Algorithms, Object-Oriented Programming, DevSecOps Fundamentals
- **Cloud & Automation:** Basic AWS usage, Linux commands, Process Automation (Scripting in Python)
- **Other Technical Skills:** Debugging, Software Testing, Version Control, Documentation
- **Soft Skills:** Problem Solving, Analytical Thinking, Team Collaboration, Communication