

ORAZ MAKHMETOV

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EDUCATION

Florida International University

BBA Business Analytics & Management Information Systems *GPA: 3.6*

Miami, FL

August 2019 - July 2023

WORK EXPERIENCE

Florida International University

IT Technician

Miami, FL

August 2022 - August 2023

- Added Windows 10 client machines to Windows Server 2016 domain.
- Used Cascade CMS to update website content, including schedules, classes, tutor availability, and Zoom links, ensuring real-time information for students and leading to an increase of approximately 500 students attending tutoring sessions during Spring 2023 semester.
- Configured Window Server 2016 domain settings, server name, TCP/IP settings, and remote desktop.

Florida International University

Help Desk Assistant

Miami, FL

May 2022 - July 2022

- Assisted callers and desk patrons by providing helpful information and ensuring excellent customer service.
- Completed various administrative tasks, such as processing lockouts and managing equipment, to support smooth operations.
- Enforced Housing & University policies, ensuring safety, and providing documentation of policy violations to supervisors.

Necessary Behavior

Marketing Analyst

Remote

May 2022 - July 2023

- Utilized Tableau to create clear visualizations, facilitating data-driven marketing decisions. Recommended and implemented effective marketing strategies based on insights, resulting in an average 15% increase (1000 unique viewers per post) on social media accounts.
- Analyzed data from Instagram, Twitter, and TikTok using R Studio, extracting valuable insights and trends.

SKILLS

| | |
|-------------|---|
| Ticketing: | Jira Service Desk |
| Software: | Active Directory, Office 365, Outlook, Cisco AnyConnect, Duo, Slack, Zoom, Visual Studio Code |
| Browsers: | Google Chrome, Microsoft Edge, Mozilla Firefox |
| Networking: | LAN, Mesh Wi-Fi Network Systems, DHCP, VPN, DNS |
| Languages: | Python, Java, HTML, CSS, JavaScript, SQL, R |
| Platforms: | Windows 10 Enterprise, macOS, iOS |

PROJECTS

Upgrading Lenovo Laptop

Hardware upgrades were performed on a Lenovo L340 laptop, including the installation of a 1TB Crucial M.2 SSD and the expansion of RAM to 16GB of Crucial DDR4 memory. These enhancements significantly improved the laptop's overall performance and functionality.

Search Movie App *HTML5, CSS, JavaScript, React.js*

<https://gitoraz.github.io/orazmakhmetov.github.io/SearchMovieReactApp.html>

Designed a React.js app using the OMDb API for effortless movie searches by title.

E-commerce Tech Shop *HTML5, CSS, JavaScript*

<https://gitoraz.github.io/orazmakhmetov.github.io/ecommerce.html>

Built an attractive and user-friendly online store using HTML, CSS, and JavaScript.

CERTIFICATIONS

CompTIA A+

In Progress

CompTIA

September 2023