IRFAN NISAR

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(209) 326-3653

SUMMARY OF QUALIFICATIONS

- Troubleshoot, analyze, diagnose and resolve hardware and software issues online and in computer lab environments – PC/Mac operating systems & MS software.
- Documentation of network connections and peripherals and all support activities.
- Knowledge of computerized academic assessment tools and to provide instructor/ student IT support.
- Proficient in various software programs including business and academic platforms.
- Multilingual – native language fluency in Pashto and Urdu, fluent in Hindi, Punjabi and Hindko, basic Farsi language skills, and effective communication in written and spoken English.
- Able to work independently and as a team member – well-organized, thorough, adaptable to fast-paced work environments – manage and prioritize multiple projects adhering to deadlines.
- California Class C driver's license with reliable, insured transportation and clean DMV record.

- Related Skills:
  - Set-up of computer workstations including servers, network and operating systems installation, configuration and maintenance.
  - Install and set-up hardware, software, peripherals and networks onsite and in remote locations.
  - Monitor and upgrade system security and performance.
  - Perform technical support – resolve software and hardware issues and provide user support.
  - Conduct internet research including online resource searches.
  - Provide orientations for staff, visitors and students.
  - Assist students with instruction in classrooms and computer labs.
  - Consult with instructors to support student learning objectives.
  - Maintain clean and stocked computer workstations – observe COVID-19 hygiene protocols.
  - Order, receive and inventory supplies and equipment.

EMPLOYMENT EXPERIENCE

Instructional Assistant/IT Support, Berkeley Adult School, Berkeley, CA (2/20 – present)
Rideshare Driver, Uber & Lyft, Berkeley/Bay Area, CA (11/17 – 8/19)
Cashier/Customer Service, Star Chevron, Walnut Creek, CA (1/17 – 11/17)
Cashier/Customer Service, Chevron Service, Thornton, CA (1/16 – 1/17)

EDUCATION

Associate of Science Degree in Computer Science, Information Technology & Cyber Security in Progress, Peralta Colleges**,** Berkeley & Oakland, CA. Completing General Education and Lower Division requirements for transfer to BS program.