

## **Jabril Elmi**

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### **Objective**

Motivated and detail-oriented Computer Science major with hands-on IT experience and a strong foundation in technical support and networking. Seeking an internship or entry-level role to apply technical and problem-solving skills in a professional, remote-friendly environment.

### **Education**

**Bachelor of Science in Computer Science** (*Expected 2026*)

*Metropolitan State University, Saint Paul, MN*

**Associate Degree in Computer Science** (*2025*)

*Saint Paul College, Saint Paul, MN*

### **Relevant Coursework:**

- Data Structures and Algorithms – *North Hennepin Community College*
- Networking Fundamentals
- Computer Architecture
- Operating Systems

### **Work Experience**

#### **IT Help Desk**

*Saint Paul Community and Technical College – Saint Paul, MN*

*February 2023 – February 2024*

- Provided technical support and resolved IT issues using Zoho CRM, ensuring timely solutions for students and staff.
- Performed network troubleshooting, computer networking, and system maintenance across Windows 10 and Mac OS X platforms.
- Demonstrated teamwork and communication skills while collaborating with the IT department to manage workflow and service delivery.

## **Personal Care Assistant**

*Jarur Home Health Care – Saint Paul, MN*

*January 2021 – September 2022*

- Delivered compassionate and personalized care, enhancing interpersonal and problem-solving skills.
- Cultivated a strong sense of responsibility and attentiveness by supporting individuals' daily needs.

## **Technical Skills**

- **IT Tools:** Zoho CRM, Windows 10, Mac OS X, Microsoft Word, Microsoft Excel
- **Technical Expertise:** Technical Support, Network Troubleshooting, Computer Networking, IT Service Management
- **Soft Skills:** Customer Service, Teamwork, Communication, Workflow Management