Jonathan Mizhirumbay

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Education

B.S. Business Administration, IT Management Emphasis, CS Minor   **May 2024**
Seton Hall University   *South Orange, NJ*
Honors & Awards: GPA: 3.79 (magna cum laude); Dean's List (all semesters)

Experience

IT Service/Asset Management Intern   **June 2023 – December 2024**
Wyndham Hotels and Resorts   *Parsippany, NJ*
- Resolved 520+ hardware and software tickets for onsite and remote users, reducing the team's overall workload by over 20% while maintaining a 100% satisfaction rate.
- Streamlined onboarding for 160+ new hires by configuring devices, automating Active Directory tasks through Power Shell scripts, and leveraging Okta Admin rights to manage user profiles and groups.
- Increased operational efficiency by completing 20% of all laptop upgrades including settings, data, and software replication onto new systems, which improved performance and reduced downtime for employees.

IT Office Assistant   **October 2022 – May 2023**
Seton Hall University   *South Orange, NJ*
- Collaborated with colleagues on data migration projects from Snow to Jira.
- Assisted the office manager by completing a variety of administrative tasks, including re-assigning laptops to students and faculty, managing emails, organizing files and databases, and managing IT tickets in Jira.
- Participated in site-visits to other department locations to understand operations and ensure accurate inventory of 1,000+ devices using Excel and Jira.

Projects

College System Database:
- Developed a Python application using Tkinter to build the GUI, SQLite for the backend component, matplotlib for data visualization, and the socket module to establish a local client-server connection.

Roofing Website: https://familyroofandsiding.com
- Developed a responsive and accessible website for a roofing company, featuring an image gallery with filtering functionality.

Skills & Tools

Proficient: Python, HTML, CSS, Windows, Microsoft Office, Ticketing Systems
Experienced: JavaScript, SQL, Java, Git, Linux, Active Directory, Tableau