

Jonathan Mizhirumbay

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EDUCATION

Seton Hall University, Stillman School of Business

South Orange, NJ

Bachelor of Science in Business Administration

May 2024

Concentration: Information Technology Management

Minor: Computer Science

Honors & Awards: GPA: 3.795 (magna cum laude); Dean's List (all semesters), Beta Alpha Psi

SKILLS & TOOLS

Programming: PowerShell, Python, Java, Racket, Excel VBA

Data Management & Analytics: **Power BI**, **Tableau**, Active Directory, MySQL, SQLite

Tools: Microsoft Office 365, Excel, IFS Assyst, Jira, Zoom, Teams

Soft skills: Teamwork, Customer Service, Detail-Oriented, Bilingual (Spanish), Adaptability

EXPERIENCE

Wyndham Hotels and Resorts

Parsippany, NJ

IT Service/Asset Management Intern – ITSM, Quality & Automation

June 2023 – Present

- Resolved 520+ hardware and software-related 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 imaging and updating laptops, automating Active Directory tasks through Power Shell scripts, and leveraging Okta Admin rights to manage user profiles and groups.
- Managed user profiles and devices using Active Directory, performing tasks such as password resets, unlocking accounts, group assignments, and moving computers between organizational units.
- Increased operational efficiency by completing 17% of all laptop upgrades including settings, data, and software replication onto new systems, which improved performance and reduced downtime for employees.
- Coordinated transition of onsite and remote employees to new VPN applications, including the installation and setup processes.
- Enhanced the team's archive of desktop support documentation by reviewing and adding new hardware and software solutions.
- Used **Power BI** to analyze progress and feedback on active and closed tickets among the Desktop Support Team.
- Granted administrative access to employees for installing and configuring Enterprise applications.

Seton Hall University

South Orange, NJ

Office Assistant – PCSS, IT Asset Management Dept.

October 2022 – May 2023

- Collaborated on projects aimed at optimizing asset management processes, resulting in improved efficiency and productivity.
- Supported the office manager by completing a variety of administrative tasks, including re-assigning laptops to students and faculty, handling emails, organizing files and databases, and managing IT tickets using Jira's ticketing environment.
- Participated in site-visits to other locations within the department to gain insight into their operations and ensure accurate inventory of 1000+ devices using Excel and Jira