MALIK BAKER

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EDUCATION

B.A. Computer Science, Boston University   Sep 2020 - May 2024 (Expected)

Relevant Courses: Computer Systems, Data Structures and Algorithms, Software Engineering, Analysis of Algorithms, Probability in Computing, Linear Algebra

SKILLS

Languages	Python, Java, HTML, CSS, JavaScript, Latex, Markdown
Technologies	Linux, Bash, MongoDB, MySQL, Git, Docker

EXPERIENCE

I.T. Support Specialist   Oct 2021 - Present
Boston University   *Boston, MA*

- Provide technical service and solutions as part of a network of 400+ employees, servicing over 10,000 faculty and staff on the Boston University Charles River Campus and Medical Campus.
- Evaluate ServiceNow tickets, communicate with clients and coworkers, and write ticket reports to ensure efficient operations within the BU Information Services and Technology network.
- Perform troubleshooting such as running diagnostics, hardware evaluation, and data removal on hundreds of end-of-life machines to ensure safe termination and disposal of departmental assets.

Production Engineering Fellow (Meta)   May 2022 - Aug 2022
Major League Hacking Fellowship   *Remote, USA*

- Engineered a production environment for running a web application using a Virtual Private Server, with a connected MySQL database, and a secure web server - all containerized with Docker.
- Developed skills required to keep products running smoothly and scaling efficiently through mentorship with Production Engineers at Meta, along with events and workshops hosted by industry experts.
- Analyzed resource management with system and container metrics through Prometheus monitoring and visualized collected data with Grafana dashboards.
- Automated unit testing and deployment using Bash scripts along with GitHub Actions CI/CD workflows to minimize downtimes by 50% when administering updates.

PROJECTS

Personal Portfolio Site — *Python, Flask, JavaScript*
Live website built to highlight work experiences, technical skills and previous software projects. [(Link to codebase)]

Community Discord Bot — *JavaScript, Node.js, Discord.js*
Discord chat bot which performs moderation and administrative tasks in a community-enabled server with 1500+ members. [(Link to codebase)]

Sched-U-Bowl — *Java, Spring Boot, MongoDB, JavaScript*
User-interactive full-stack web application designed as an efficient and secure reservation system. [(Link to codebase)]

LEADERSHIP & ACTIVITIES

Administrator, Co-Founder   Sep 2020 - Present
Boston University Computer Science Discord Server

- Founding member and current admin for a [Discord community] with over 1500 members dedicated to facilitating a safe and supportive environment while promoting collaboration, innovation, and having fun.