Shayon Maramkhah

Stamford, CT 06903 │ (475) 228-9171 │ maramkhah1@gmail.com

Field Service Technician

- Resolute and resourceful Information Technologist with a strong background in virtual machines, programming, and troubleshooting.
- Armed with direct experience in building software applications, coupled with adeptness in customer service and help desk support.
- Proficient in a range of technical skills including VMware, VirtualBox, Docker, and Arduino, complemented by a solid foundation in hardware components and operating systems.

CORE COMPETENCIES

• Building Software Applications	• Troubleshooting	• Computer Programming
• Help Desk Support	• Customer Service	• Logging
• Research	• Quality Control	• Database Modeling

TECHNICAL SKILLS

Software: VMware, VirtualBox, Docker, Arduino
Hardware: Switches, Routers, PC's
Operating Systems: Linux, Windows, MacOS
Programming Languages: HTML

EDUCATION

Western Connecticut State University (WCSU)   Danbury, CT
Bachelor of Arts, Applied Computing   12/2021

DeVry University   Online
Undergraduate Certificate, Information Technology Essentials   05/2024
Relevant Coursework:
• Fundamentals of Information Technology
• Introduction to Technology and Information
• Introduction to Digital Devices

EXPERIENCE

Kubtec Medical Imaging   Stratford, CT
Field Service Technician   06/2021 – 12/2021
- Troubleshot and repaired medical imaging equipment at hospitals, doctor's offices, and medical centers.
- Used OSI model for network troubleshooting.
- Educated end-users on how to use the equipment and to perform remote troubleshooting.
- Performed quality control by reviewing and updating computer maintenance work orders in a Microsoft Excel document.

Movia Robotics   Bristol, CT
Programming Intern   12/2020 – 12/2020
- Wrote code using Java in Android Studio.
- Learned how to perform script editing and computer programming.

PROJECT EXPERIENCE

Database Modeling and Design – PostgreSQL (WCSU)   Danbury, CT
Applied Computing Student   3/2021
- Created a non-trivial database for a shipping company.
- Utilized Agile Framework and PostgreSQL to create the database.

PROFESSIONAL DEVELOPMENT

Spring Boot Application Development Certificate, Udemy   11/2023