Anthony Oshima

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EDUCATION

Montclair State University, *College of Science & Mathematics*, Montclair, NJ
B.S. in Information Technology **May 2025**

WORK EXPERIENCE

Network Engineering Intern
Montclair State University **January 2025 – May 2025**
- Led a team of 4 in configuring and verifying network connectivity across 10+ devices using static IP addressing, DHCP, and ping diagnostics.
- Implemented VLAN segmentation and inter-VLAN, improving network efficiency and security.
- Deployed firewall rules and Access Control Lists to block unauthorized traffic, achieving a 100% success rate in restricting disallowed services (SSH, Telnet).
- Assembled and tested Cat6 network cables with RJ45 connectors and a 24-Port Patch Panel, ensuring full signal integrity and compliance with T568A/B standards.

Customer Service Specialist
Sojo Spa Club **June 2022 – July 2025**
- Resolved technical issues with digital kiosks, reducing system downtime by 20% and enhancing guest service efficiency.
- Provided frontline IT support and used internal platforms to track service requests, improving resolution times by 30%.
- Delivered exceptional guest experiences through clear communication and quick problem resolution, utilizing internal software systems to track guest interactions and monitor service requests.
- Monitored surveillance systems and digital logs, contributing to a 15% decrease in security incidents and ensuring operational safety.

Guest Services Coordinator
One Hudson Park Real Estate **June 2021 – November 2021**
- Managed a database for over 200+ incoming packages, efficiently organizing and tracking items in a secure storage unit.
- Monitored security cameras and managed deliveries, ensuring a safe and organized environment for residents.
- Distributed packages and facilitated resident requests, including providing spare keys and managing building amenities.
- Administered calls for real estate agents, coordinating appointments and managing schedules effectively.

PROJECTS

UX/UI Designer | Figma
Food Point - Mobile App Prototype **April 2023**
- Designed a user-focused mobile app experience for discovering, locating, and ordering from restaurants.
- Developed wireframes and interactive prototypes to streamline user flow, integrating restaurant discovery, menu access, ordering, and navigation into one seamless interface.
- Created visually engaging content-driven design that empowers small businesses and creators to share restaurant-related media while boosting visibility.
- Solved the scattered restaurant discovery process by unifying content, location, and ordering, reducing the need for users to switch between multiple platforms.

TECHNICAL SKILLS & CERTIFICATIONS

Operating Systems: MS Windows (Active Directory, Group Policy, User Management), macOS, Linux
IT Support & Ticketing Systems: ServiceNow, User Account Support, Password Resets, Access Management
Networking & Security: Cisco Packet Tracer, VLAN configuration, DHCP, Static/Dynamic Routing, Firewall/ACL management, Wireshark
Data Analysis & Visualization: Weka, Jupyter Notebook, Excel
Database Management: MySQL, SQLite
Programming/Development: HTML/CSS, Java, Python, C, JavaScript, Lisp, Arduino, Shell Scripting, React, Swift
Cloud & Virtualization: AWS, VMware/VirtualBox
Design & Productivity Tools: MS Office, Google Workspace, Figma, Adobe Creative Suite, Canva, CapCut
Languages: Trilingual – English, Spanish, Japanese