

Raameen Ahmed

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EDUCATION

University Of Michigan - Dearborn

Dearborn, MI

Bachelor of Science in Data Science, Concentration in Computational Intelligence

May 2027

- **Relevant Coursework:** Data Structures and Algorithms, Applied Statistics, Massive Data Management, Computer Science II, Discrete Math II
- **GPA:** 3.4/4.0

TECHNICAL SKILLS

Languages: C/C++, Java, Python, JavaScript, R, SQL, Quarto, HTML, CSS

Developer Tools: Scripting, Visual Studio Code, Xcode, R Studio, Microsoft Visual Studio 2022, Github, Git, TeamDynamix, Bomgar, Excel, Slack, Zoom Workplace

Libraries and Systems: Linux/Unix, R Markdown & knitr, dplyr, ggplot2, tidyverse

EXPERIENCE

Student Research Intern

April 2025 – Present

University of Michigan

Dearborn, MI

- Bullet 1
- Bullet 2
- Bullet 3

Computer Consultant II

September 2024 – April 2025

University of Michigan

Dearborn, MI

- Automated imaging for 50+ iOS and Windows devices weekly using KillDisk and custom reimage scripts; configured BIOS settings and standardized builds; reduced manual setup time by 60% campus-wide
- Managed and analyzed 200+ weekly service tickets in TeamDynamix; maintained asset inventories in Izzy and Lansweeper; tracked MCommunity user data; updated Excel sheets to monitor KPIs; sustained 95% SLA adherence
- Collaborated with IT, security, and academic teams to process 300+ hardware orders and repairs; integrated data from TeamDynamix, Excel, and Lansweeper; ensured information security and boosted resolution speed by 30%

Information Technology Support Specialist

June 2023 – August 2025

Edustaff

Sterling Heights, MI

- Managed inventory of 5,000+ devices (laptops, iPads, printers) via centralized database and Excel dashboards; tracked serials, asset tags, and barcodes to ensure 100% visibility, cut losses 15%, and streamline quarterly audits
- Refurbished 5,000+ laptops and iPads annually by developing automated imaging scripts, driver installation routines, and BIOS configuration tools; reduced manual setup time 60% and enforced security baselines
- Diagnosed and resolved hardware, software, and network issues on 500+ devices with a 90% first-call resolution rate; leveraged ticketing and remote management tools, collaborating with support teams to maximize uptime

PROJECTS

Personal Website | *Quarto, Javascript, HTML, CSS, Github*

April 2025

- Bullet 1
- Bullet 2
- Bullet 3

Birth Data Analysis Research | *R, R Markdown & knitr, ggplot2, dplyr, tidyverse*

April 2025

- Performed R data wrangling: imported 20-variable CSV, removed 5% NAs, converted types, and tidied tibble
- Created 10+ ggplot2 plots (bar, smooth scatter, violin, faceting, maps) using ggrepel for label clarity
- Filtered and aggregated 36K state-year records with dplyr, uncovering regional education-fertility trends via EDA