

Rahul Sharma

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EDUCATION

George Mason University

Bachelor of Science in Computer Science, GPA: 3.64
Dean's List: Fall 2023 — Mason Distinction Scholarship

Fairfax, VA

Aug. 2022 – Expected May 2026

EXPERIENCE

College of Engineering IT Technician

June 2023 – Present

George Mason University - College of Engineering & Computing

Fairfax, VA

- Provided first-level technical support to professors, GTAs, GRAs, faculty, and staff, tailoring device setups to individual software and server requirements.
- Boosted classroom productivity by maintaining system uptime across 15-20 labs, each with 30 computers, through proactive imaging, troubleshooting, and software optimization.
- Streamlined ticketing response with current software data, achieving quicker resolutions and crafting detailed manuals, enhancing project efficiency.
- Utilized strong problem-solving and communication skills to streamline troubleshooting procedures, effectively communicating technical solutions to non-technical stakeholders.

Information Technology Support Analyst

March – June 2023

George Mason University - IT Services

Fairfax, VA

- Achieved a high first-call resolution rate by providing technical assistance to staff, faculty, and students, efficiently troubleshooting and resolving hardware, software, and network connectivity issues.
- Enhanced end-user productivity by utilizing remote access tools to diagnose and swiftly resolve problems, minimizing disruptions to workflows.
- Resolved complex technical issues independently by conducting thorough research in real-time, leveraging online forums, and technical documentation, showcasing strong problem-solving skills.
- Contributed to a reduction in recurring IT issues by collaborating with team members and various IT departments, identifying patterns, and implementing effective solutions.

PROJECTS

XPen\$e | *Next.js, Supabase, NFC, Auth0, Google Maps API, Perplexity AI API*

Sept. 2024

- Built a wallet app to maximize credit card rewards by recommending the optimal card based on merchant data and location, extracted via NFC and EMV payment methods.
- Integrated Google Maps API to obtain user location and merchant information, feeding this data into the Perplexity AI recommendation model to suggest the best card to use based on merchant type and rewards.
- Utilized Auth0 for secure user authentication and Supabase for managing and storing user credit card details efficiently.
- Designed and developed a responsive frontend using Next.js, ensuring smooth user experience with seamless API and data integration.

Weather App | *Kotlin, Android Studio, OpenWeatherMap API, CSS, HTML, JavaScript*

July 2023

- Crafted a responsive UI that adapts background images based on the city's weather, ensuring a seamless experience across devices.
- Integrated a search bar allowing users to retrieve and view real-time weather data for locations worldwide, demonstrating a global use-case.
- Leveraged the **OkHttp library** to optimize data retrieval, achieving a 30% reduction in fetch times and enhancing app responsiveness.
- While the app focuses on weather data, future enhancements could explore integrating **AI for predictive weather patterns** or exploring the metaverse for virtual weather experiences.

TECHNICAL SKILLS

Languages: Java, Python, C, C++, Kotlin, JavaScript, HTML/CSS, SQL (MySQL)

Frameworks & Libraries: Next.js, Node.js, React, JUnit, NumPy, Firebase, Supabase

Developer Tools: Git, GitHub, Linux, Jupyter, Android Studio, VS Code, PyCharm, IntelliJ, Eclipse

Course Core: OOPs, DSA, Low-Level Programming, Calculus, OS