

Raoul Asmar

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EDUCATION

University of Oregon, School of Arts and Sciences

Bachelor of Computer Science

Minors: Business Administration and Mathematics

Eugene, OR

June 2027

GPA: 3.98

Honors: Dean's List

Relevant Coursework: (Linux, C, and Data structures), Linear Algebra, and Discrete Math

EXPERIENCE

Robust Network Solutions

Junior Engineering/ Help Desk

San Mateo, CA

June 2022 – August 2022

- Provided first-line technical support, diagnosing and resolving hardware/software issues to minimize client downtime
- Delivered remote and on-site assistance, guiding clients through technical procedures and solutions
- Streamlined ticketing processes, maintaining accurate records of client support requests and resolutions
- Assisted clients with hardware/software installation and configuration, optimizing IT system performance

Robust Networks Solutions

Senior Engineering Assistant

San Mateo, CA

June 2021 – August 2021

- Assisted in diagnosing and resolving client hardware and software issues, ensuring efficient solutions and minimal downtime
- Maintained accurate support records by managing client requests through a ticketing system
- Supported with hardware and software installations, configurations, and maintenance to optimize system performance
- Contributed to improving client satisfaction through proactive troubleshooting and responsive assistance

PROJECTS

Data Structures & Systems Programming (Course Work) — C, Python

- Implemented data structures including hash tables, binary search trees, B-trees, and red-black trees
- Built command-line programs using file I/O, pointers, and dynamic memory allocation
- Analyzed algorithm performance and optimized runtime and memory usage

SKILLS AND INTERESTS

- Programming Skills: Python, Java, Linux and C
- Technical: Technical writing and documentation, Connect Wise, Microsoft Office Proficiency, and GitHub proficiency
- Interests: Cooking, Weightlifting, Reading, and Arts and Crafts