Kamali Lama

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Summary

I am a junior at Minnesota State University Moorhead and I plan to graduate on Spring 2019. My major is Computer Information Technology. This resume is designed for my internship opportunity as Application Developer.

Write about your self

I am a curious person who believes in hard work, creativity and discovery. I would like to call myself an enthusiast person always seeking for an opportunity to know myself better and make my self a better human. I am a very simple person and passionate at the same time about certain things that engage me into thinking. One thing that tells the best about myself is I like fixing things or you can say solving problem.

Education

Minnesota State University Moorhead, (MSUM) Moorhead MN………………………May 2019
Bachelors of Science in **Computer Information Technology**

Core Competencies

- Analytical Thinking
- Problem Solving
- Adaptability
- Integrity
- Reliability

- Initiative
- Client-Focus
- Excellent Communication Skills
- Team Work
- Self Training/Coaching

Skills

- Python
- PHP
- JavaScript
- C++
- SQL

Brief description of what I learned

Python was the first Object Oriented Programming language I learned. All the languages I've learnt has taught me how to think out of the box, to solve complex problem, to write an algorithm, to work as a team, to work in a time limit environment. The most important thing I've learned is not give up.

Job Experience

Minnesota State University, Information Technology……………………..**08/205 – 05/2019**

Helpdesk Support Technician

- Received and responded to phone calls and email requests for technical assistance in a call center environment
- Monitored ticket system and provided second tier support for other peripheral equipment such as printers, scanners, and copiers
- Utilized different applications like Active Directory, Application Database, Bomgar, SharePoint, Cisco VPN while at work
- Assisted MSUM faculty/staff and students with technology issues and for further assistance guided them to appropriate IT Technicians
- Installed software on staffs computer as needed and provided assistance with hardware issues
- Walked customers through problem-solving process
- Followed up with the customers in a timely manner to ensure issue has been resolved
- Conducted Weekly Meeting for Team members and Steering Team to update the work status
- Collaborated with project team in defining possible solutions to business needs