

Rodba Khondoker

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EDUCATION

CUNY Queens College

Bachelor of Arts in Computer Science

- GPA: 3.9/4.0

Expected December 2025

Flushing, NY

EXPERIENCE

Administrative & IT Support Specialist

Bari Home Care

January 2025 – Present

Jamaica, NY

- Provide IT help desk support by troubleshooting hardware and software issues, resolving printer and network errors, and coordinating with external vendors to maintain system reliability
- Maintain and update digital files and client databases to ensure accuracy and confidentiality
- Communicate with 300+ clients, caregivers, and insurance representatives to ensure timely completion of paperwork, service forms, and compliance documentation
- Support onboarding of new staff through account setup, device configuration, and training on internal platforms

Transit Management Analyst Intern

MTA

June 2025 – August 2025

Brooklyn, NY

- Developed interactive dashboards using Hexagon (HxGN) EAM and Power BI to analyze signal equipment inspections, maintenance performance, and troubleshooting data, enabling management to make data-driven decisions through visual summaries
- Compiled and evaluated large datasets to identify patterns, inefficiencies, and opportunities for process improvement across the Maintenance of Way (MOW) Signals division
- Supported operational reporting, internal documentation, and continuous improvement initiatives
- Leveraged Excel to consolidate and analyze operational data from multiple sources, enhancing transparency and supporting data-informed discussions across subdivisions

Software Engineer Intern

The Difference

July 2024 – August 2024

Remote

- Collaborated with a dynamic team to integrate the Flutter front-end with a Laravel backend for a weight loss application, enhancing app functionality and performance
- Re-engineered Home, Profile, and Progress screens, resulting in a 25% increase in user engagement and streamlined data management
- Enhanced user insights by implementing a feature to update daily results based on new logs and introduced one-month data retention policy for optimal performance

Data Analytics Intern

Credit Suisse

January 2023

New York, NY

- Collaborated with a team of four members to create a user-friendly dashboard using Tableau aimed at analyzing group performance and expediting the processing of change requests within internal databases
- Worked closely with stakeholders to understand their needs and requirements for the dashboard, and incorporated their feedback to ensure that it effectively addressed their needs
- Demonstrated expertise in Tableau and data analysis techniques throughout the project, allowing stakeholders to quickly analyze distinct groups and gain valuable insights to optimize team performance

Peer leader

Academic Advising Center at Queens College

October 2022 – May 2023

Flushing, NY

- Mentored over 100 students weekly, providing personalized guidance on registration, financial aid, and campus resources
- Fostered strong communication with students, enabling them to confidently navigate academic and administrative challenges
- Streamlined student progress tracking using advanced Excel features, improving accuracy in monitoring and supporting academic milestones

SKILLS

Languages: Java, C++, SQL, HTML, CSS, JavaScript, Python, Dart

Tools and Frameworks: Excel (PivotTables, Macros, VLOOKUP), Tableau, Jupyter Notebook, Power BI, Flutter, Laravel, React Native, Hexagon EAM, PowerApps, Hugging Face, LangChain