

# Mohammed Shafkat Saruwar

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## Skills Summary

Proficient in using Microsoft Office, WebEx, Moodle, Canva, Zoom, and other relevant software and digital tools.

Skilled in utilizing various social media platforms, including Facebook, Instagram, Snapchat, Twitter, and other relevant platforms.

Motivated to continuously enhance knowledge and abilities.

Capable of speaking and writing fluently in English and Bengali, with proficiency in spoken Hindi and the ability to read and write Arabic.

## Education

University of Massachusetts, Boston

May 2024

Bachelor of Science in Information Systems with track: System Administration; 75 Credits Complete

Relevant Coursework: Introduction to Linux, Introduction to Networks, Advanced Linux, Advanced Windows

## Experience

IT Consultant

June 2023 – Present

University of Massachusetts, Boston

Understanding customer requirements and business objectives

Providing strategic advice on using technology to achieve goals

Managing IT initiatives and collaborating with in-house technical staff

Ambulatory Pharmacy Technician I

January 2023– May 2023

CHA Inpatient Pharmacy, Malden, MA

- Supports pharmacological services by stocking, assembling, and distributing medications.
- Helps health care providers and patients by greeting them in person and by phone, answering questions and requests, and referring inquiries to the pharmacist.
- Maintains pharmacy inventory by checking pharmaceutical stock to determine inventory level, anticipating needed medications and supplies, placing and expediting orders, verifying receipt, and removing outdated drugs.
- Maintains a safe and clean pharmacy by complying with procedures, rules, and regulations.
- Protects patients and employees by adhering to infection-control policies and protocols.

Operations Assistant, PACE (Professional Apprenticeship Career Experience)

October 2022 – December 2022

University of Massachusetts, Boston

- Updated customer email list.
- Determined general format and topics for customer newsletter.
- Gathered and edited items for inclusion in bi-weekly/monthly newsletter.
- Sent newsletter to all customers from CBU account.
- Using existing CBU software, conducted data analysis of projects performed for customers.
- Created Standard Operating Procedures for various CBU processes.

Digital Student Liaison

January 2022 – August 2022

Bunker Hill Community College, Boston, MA

- Respond to student needs coordinated through Divisional Deans and Assistant Deans
- Help revise and create content that is used to help the BHCC community in using BHCC Digital Tools
- Co-create with AIDE staff a student focused introduction to BHCC technology tools workshops on tools such as Panopto, Moodle, and WebEx

## Volunteer Experience

Mathematics Education Mentor

September 2019 – October 2019

Dahlia Heights Elementary School, Los Angeles, CA

- Led a weekly math enrichment program for fourth-grade students, improving their understanding and performance in mathematics.
- Developed engaging lesson plans and activities to enhance students' conceptual understanding and problem-solving skills in math.
- Provided individualized support and guidance to students, addressing their specific learning needs and promoting confidence in mathematical concepts.