Mohammed Shafkat Saruwar

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EDUCATION

University of Massachusetts, Boston
Boston, MA
Class of 2024: Information Technology
Concentration GPA: 3.75 | Relevant Coursework: Cloud Integration Methodologies (AWS), Database Management, Systems Analysis & Design, Software Development, Networking

PROFESSIONAL EXPERIENCE

IT Support Analyst
Nexworks, Woburn, MA (05/2025 - 09/2025)
- Delivered IT support for 150+ Windows/macOS users, resolving 500+ tickets annually with a 15% SLA improvement and reducing downtime by 30%.
- Managed 200+ Active Directory accounts and supported Office 365, Intune, and SharePoint, streamlining onboarding, device enrollment, and security updates.
- Deployed and maintained 50+ workstations, peripherals, and conferencing systems; coordinated large-scale equipment relocations and assisted with infrastructure/failover testing.

Desktop Support Specialist
Mass General Brigham, Somerville, MA (12/2024 - 03/2025)
- Provided Tier 1 and Tier 2 support, troubleshooting Windows 10/11, O365 (Outlook, Teams, OneDrive), and network connectivity.
- Managed Active Directory user accounts, including mailbox delegation and access permissions.
- Assisted in SharePoint/OneDrive administration, improving document management processes.
- Used ServiceNow to track and prioritize incidents, reducing resolution time.
- Led knowledge base documentation efforts, enhancing team efficiency.

TECHNICAL SKILLS

- **Programming & Development:** Python, Bash, HTML5, CSS3, JavaScript, Java, Git/GitHub
- **Tools & Environments:** VS Code, Linux shell, Jupyter Notebook
- **Additional Background:** Windows/macOS/Linux administration, Office 365, Active Directory, Intune

ACADEMIC PROJECTS(Portfolio)

National Park Matcher Web Application (2024) [GitHub]
Full-stack web application enabling users to discover US National Parks through customizable search filters and location-based trip planning. **Tech:** Python (Flask), HTML5/CSS3, Jinja2, RESTful APIs (NPS, Google Maps)

- Integrated National Park Service and Google Maps APIs to provide real-time park data and personalized driving directions for 400+ national parks across all US states and territories
- Implemented Flask backend with dynamic routing and session management, handling user location inputs and multi-criteria search queries (state and activity filters)
- Designed responsive frontend with Jinja2 templating, featuring park detail pages with image galleries, descriptions, and interactive navigation
- Built error handling and validation system to manage API failures and invalid user inputs, improving application reliability

Photo Sorter CLI Tool (2024) [GitHub]
Python-based image organization utility leveraging EXIF metadata for automated photo management and audit trail generation.
Tech Stack: Python, Pillow (PIL), EXIF parsing, CSV generation, parse CLI framework

- Developed automated image sorting algorithm extracting EXIF metadata (date, camera model) from hundreds of photos to organize files into structured directory hierarchies
- Implemented flexible sorting modes (by date/camera) with command-line argument parsing, supporting batch processing of large photo libraries
- Built CSV audit reporting system tracking original and destination file paths, enabling quality assurance and metadata review workflows
- Reduced manual photo organization effort by 90% through automated parsing of Date Time and camera model EXIF tags with graceful fallback handling

Payroll Manager for HR (2024) [GitHub]
Bash-scripted payroll automation system for HR departments, featuring employee time tracking, tax calculation, and searchable payroll database.
Tech Stack: Bash scripting, Linux utilities (grep, awk, column), file I/O

- Engineered automated payroll calculation engine processing weekly timesheets with progressive tax bracket logic (5%-15% based on hours worked), eliminating manual computation errors
- Implemented searchable employee database with grep-based fuzzy matching, enabling instant lookups by employee ID or name across historical payroll records
- Designed interactive CLI menu system with input validation, loop control, and formatted table output for improved HR workflow efficiency
- Automated monthly pay projections and tax withholding calculations, reducing payroll processing time by an estimated 70%