

SHIVAM KHARGA

Computer Science Student

PROFILE

A Rising Senior with a keen interest in technologies; always perseverant in learning innovative ideas and utilizing them ingeniously.

COMPUTER SKILLS

Programming:

Java, C++, Python, C, HTML, CSS, Bootstrap, JavaScript, jQuery, D3, JSON, Ajax, SQL, PHP

Operating Systems:

MS Windows, Mac OS, Linux

Technical Skills:

Understanding of LAN/WAN, TCP/IP, VPN, DNS, DHCP, SSH, Routing Protocols, Web-hosting, etc.

EDUCATION

University of Louisiana Monroe (ULM)

– May 2019

Bachelor of Science

– Computer Science, GPA 3.96

RELEVANT COURSES

- Design and Analysis of Algorithms
- Theory of Data Base Management Systems
- Computer Organization and Assembly Language Programming
- Internet Programming
- Data Structures
- Discrete Mathematics
- Object-Oriented Design and Programming
- Operating Systems
- Organization of Programming Languages
- Networks and Data Communications
- Advanced Networking
- Information Security Management
- Ethical and Professional Issues in Computing
- Calculus
- Linear Algebra
- Elementary Mathematical Statistics

CONTACT

Phone:

318-316-3677

Email:

shivam.khargam@hotmail.com

Web:

<https://www.shivamkharga.com>

PROJECT

TCP Simulation App

- A web-based simulation that graphs the transmission of packets and compares the congestion control of TCP Tahoe and TCP Reno algorithm.
- A part of Honors Thesis Project that will be used as a teaching tool in the University.

WORK EXPERIENCE

Help Desk Technician | ULM Computing Center

August 2017 – Present

- Troubleshoot hardware and software issues through phone or in-person.
- Install, modify, and repair computer hardware and software.
- Image computers, set up devices into network and resolve technical issues.
- Provide excellent customer service by effective dealing with clients.
- Run reports to determine issues that continue to occur and find solution.
- Follow up with customers to ensure issue has been resolved.

Call Center Agent | ULM Computing Center

May 2017 – August 2017

- Used SSH in a terminal to reset the students' credentials.
- Created tickets for technical issues to the concerning departments.

Mathematics Tutor | eULM

September 2015 – May 2017

- Tutored math to students and helped them score good grades.
- Distributed supplemental materials to distance learners.

Student Assistant | TEACH ULM

June 2016 – August 2016

- Attended phone calls, organized files and managed the database.
- Edited videos of interviews and demo lessons of teaching interns.
- Set up the Summer Camp site for teaching interns.

ACHIEVEMENTS AND INVOLVEMENTS

Leadership

Position	Organization	Year
Senator	Student Government Association	March 2017 - Present
Member	Campus Activities Board	September 2017 - Present
Member	ULM Scouts	August 2017 - Present
President	Nepalese Student Association	August 2016 – August 2017

Honors

- Participated and successfully completed Emerging Scholars Program 2016 - 2017.
- Ranked 2nd in 2016 ACM/IEEE Programming Contest in the University.
- Enrolled in Honors Program in the University.
- Member of Association of Computing Machinery (ACM).