

K. M. SHAUB

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Intelligent, dynamic, and focused IT Professional seeking employment opportunities.

Utilizing emerging technologies and innovative strategies to facilitate change, improve lives, and transform industries. Highly motivated and reliable with proven success of designing, implementing, and integrating cost-effective, high-performance technical solutions to meet challenging business needs.

TECHNICAL SKILLS & PROFICIENCIES

- Network Configuration & Support
 - Data Integrity & Disaster Recovery
 - VMware
 - MS Office Suite & Adobe CS
 - Python, C#, JavaScript, CSS, PHP
 - Google Administrative Console
 - Cloud Computing & Logical Servers
 - Windows Server OS, SQL Server, Active Directory, PowerShell
 - Windows 7/10, Mac OS, GNU/Linux
 - Router & Firewall Configuration
 - Data Warehousing & Analytics
 - TCP/IP, VPN, VoIP, SSH, Ethernet
 - Exchange Server Administration
 - MySQL, C++, HTML, Perl, Java
 - LAN Switching, VLAN tagging, IP Subnetting, Fibre Channel, iSCSI, Quality of Service
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EDUCATION

Rutgers University – New Brunswick, NJ

May 2017

Edward J. Bloustein School of Planning & Public Policy

Bachelor of Science (BS) in Health Administration | Minor in Digital Communication, Information, and Media (DCIM)

Cumulative GPA: 3.4/4.0 Major GPA: 3.9/4.0 Honors: Graduated with Honors & Distinction; Dean's List

RELEVANT EXPERIENCE

Totem Agency – Atlanta, GA

January 2019 – Present

Co-Founder & Chief Technology Officer (CTO) – My-Totem.com

- 50% increase in users & 600% revenue growth for Totem Agency within 12 months.
- Handled technology planning for client and business needs. Installed all hardware elements and programmed all software programs. Finished troubleshooting 95% of hardware/software issues within 30 minutes. Made, maintained, and repaired computer systems to enhance speed, efficiency and reliability of operation. Ability to communicate technical information in plain language.
- Provide hardware and software engineering support for Information Systems utilizing object oriented programming and client / server applications.
- Hold all technological responsibility for product development, implementation, support, and internal servers/network including revenue, utilization, margins and R&D budget.
- Complete projects from conception to development including logo design, web design, branding and social media management for the newly developed site at My-Totem.com,

Freelance Technical Specialist – Atlanta, GA

May 2017 – January 2019

Remote IT System Administrator & Computer Technician

- Assembled systems and software product documentation, responding to technical improvements in both business and home settings. Built 15 home/business computer networks, 20 custom gaming PC rigs, 5 cryptocurrency mining rigs, 2 home security systems from 4 RaspberryPi microcomputer units, 4 home entertainment systems with automated audio and video components, and refurbished/restored 10 video game consoles.
- Established high quality, prompt, results-driven, and proficient customer service and assist to inspire confidence in a technical suggestion and management. Implemented IT risk management plan to harden system security, including least privilege drive and password vaults.

Office of Information Technology at Rutgers University – New Brunswick, NJ

April 2014 – May 2017

Information Technology Consultant

- Possessed private access to 5 laboratories, managing and maintaining up to 160 dual-booting Macintosh and Windows computers per location. Proficient in using Windows 8/10, macOS, Linux, Android, and iOS operating systems
- Extensive knowledge of technology and customer service, including, but not limited to: operating and repairing high volume printers, installing and utilizing Adobe and Microsoft Office programs, and tactfully handling confrontational and stressful interactions with the public.

Merck & Co., Inc. (MSD Sharp & Dohme) – Branchburg, NJ

June 2016 – September 2016

Associate Specialist, Business Consulting – IT Future Talent Program

- Created an online database designed to compile years' worth of vendor information for Merck for Mothers, a ten year, \$500 million philanthropic venture. Created a streamlined method of fetching and utilizing valuable data to improve access and ease of use.
- Drafted internal and external communication plans for Project Sacred Dream, a charitable initiative created to address economic and health disparities present in the Cheyenne River Sioux Reservation in South Dakota.

AmeriCorps - Rutgers Bonner Leader Program, New Brunswick, NJ

May 2015 – May 2016

Bonner Leader

- Volunteered over 300 hours for the New Brunswick community. Addressed issues such as hunger, homelessness, and education inequality by working directly with the marginalized New Brunswick population.
- Received training and skill development from AmeriCorps mentors, participated in nationwide mission trips and conferences, and furthered a culture of service on campus.

Edward J. Bloustein School of Planning and Public Policy, New Brunswick, NJ

September 2015 – May 2016

Administrative and Research Assistant

- Conducted research for projects funded by the US Department of Housing and Urban Development.
- Maintained academic sites and uploaded content for undergraduate and graduate students. Created proposals and constructed data charts to be used in future publications. Proofread all documents to assure information was factual and coherent.

CATS Technology Solutions Group, East Brunswick, NJ

August 2015 – May 2016

Assistant to the Director of Healthcare Technologies and New Business Development – GetHIPAACompliance.com

- Worked with medical practices to achieve HIPAA compliance by performing security risk assessments, implementing corrective measures, and providing ongoing support to maintain continuous compliance.
 - Coordinated corporate events and conferences, performed in-depth research, and proofread key healthcare policies to protect vulnerable electronic health records (EHR) and protected health information (PHI).
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