

# Raisul Alam

📞 864 (484)-4234 | ✉️ smraisul03@gmail.com | 🔗 linkedin.com/in/smraisul03 | 🐙 github.com/smraisul03 | 🌐 smraisul03.github.io | 🌍 US Citizen

**Summary** | IT Professional seeking full-time positions in system administration with experience in desktop support and network troubleshooting, ready to take on broader infrastructure challenges.

## Skills

**Languages** Java, Python, C, C++, Rust, Scala, SQL, JavaScript  
**Frameworks** React.js, Hugo, Apache Spark, Node.js, Material-UI

**OS** MacOS, iOS, Windows, Linux  
**Tools** Microsoft 365, Azure, Active Directory, Cisco WebEx, Cisco AnyConnect, Ansible

## Experience

### Epsilon Inc

Service Desk Analyst I

July 2025 – Present

- Resolved network hardware, software, and communication issues by utilizing diagnostic tools and technical troubleshooting procedures, resulting in minimized downtime and improved system reliability.
- Provided technical support via phone and email to resolve user issues efficiently, ensuring a high level of customer service and satisfaction.
- Install and maintained enterprise software and tools such as Cisco AnyConnect, Cisco WebEx, Microsoft 365, and BitLocker, improving user productivity and system security.
- Diagnosed and repaired client computer hardware/software issues, recovering lost or deleted data when possible to reduce data loss incidents and restore functionality.

### University of South Carolina Upstate

IT Student Technician

August 2021 – May 2022

- Delivered front-line technical support to students and staff via phone, email, remote sessions, and in-person, ensuring timely resolution of hardware and software issues.
- Diagnosed and resolved common technical problems related to Microsoft Windows, macOS, iOS, and Android platforms, enhancing user productivity and satisfaction.
- Collaborated with other IT staff to escalate complex issues, ensuring efficient problem resolution and continuous improvement of help desk operations.

## Education

### University of South Carolina Upstate

Bachelor of Science in Computer Science

Minors: Mathematics, Philosophy

December 2024