

# Subahu Paul

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## Summary

Highly passionate and skilled professional with a Bachelor of Technology in Computer Information Systems and 9 months of IT internship experience, and more than a year of experience aviation. Area of focus includes software development/testing, information systems, and cybersecurity. Seeking to apply my knowledge and work experience to fill your open position.

## Skills

**Operating Systems:** Linux/Unix, Windows, Mac OS

**Programming/Scripting Languages:** Java, Bash/Shell, Python, SQL, MySQL

**Framework/Technologies:** Agile, Active Directory, Virtual Machines, Git, Visual Studio, Eclipse, Cisco Packet Tracer, Selenium, Cucumber, Maven, TestNG, Jira, SDLC, STLC, MS Office

## Education

**Bachelor of Technology:** Computer Information Systems

**GPA:** 3.10/4.00

New York City College of Technology (CUNY)

Brooklyn, NY

**Relevant Coursework:** Project Management, Database Systems, Task Automation, Operating Systems, Networking, Systems Ops

## Experience

**Customer Service Agent**, Worldwide Flight Services | (JFK Airport) Queens, NY

**08/2024 - Present**

- Efficiently manage passenger check-in processes, including baggage handling, ticket validation, and fare computation, ensuring a smooth and timely boarding experience for over 200 passengers daily.
- Provide exceptional customer service by addressing passenger inquiries, resolving minor claims, and facilitating lost and found activities, enhancing customer satisfaction.
- Accurately prepare and complete necessary flight documentation, including reservations, itineraries, and post-departure procedures, ensuring compliance with company policies and regulatory requirements.

**Airline Ramp Coordinator**, Jet Way Aviation Service LLC | (JFK Airport) Queens, NY

**11/2023 - Present**

- Oversee ground operations to ensure efficient aircraft loading/unloading, baggage handling, and adherence to safety protocols, resulting in on-time departures and arrivals.
- Effectively manage ground service equipment, allocate manpower, and coordinate with other departments to optimize resources, minimize delays, and maintain a smooth workflow during the operational period.
- Enforce and monitor strict safety standards, conduct regular inspections, and promptly report incidents, maintain a safe environment to meet the airline and TSA guidelines.
- Work as part of a team to coordinate ramp activities, communicating with other ramp agents, flight crews, and other ground staff to ensure a high standard of service.

**Customer Service Agent**, Jet Way Aviation Service LLC | (JFK Airport) Queens, NY

**02/2023 - 10/2023**

- Checked in passengers for their flights while verifying their passports, visas and issued boarding passes.
- Assisted passengers with their baggage, including weighing, tagging, and checking it in, and coordinating any special handling requirements.
- Coordinated with other airport departments, such as TSA, ground handling, and maintenance, to ensure smooth operations and on-time departures for flights.

**IT Intern**, CWA Local 1180 | New York, NY

**09/2021 - 06/2022**

- Received phone calls and emails from users, and members and assisted them with their information technology questions and problems.
- Under supervision performed service functions in installing, maintaining, troubleshooting, or replacing computer hardware, software, and network components.
- Performed administrative tasks including maintenance logs of computer use, production of reports management and efficiently tracking work orders in the database.

## Project

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### Enterprise Network Infrastructure:

- Collaborated with an IT admin to establish an efficient enterprise network.
- Used multiple networking tools such as routers, switches, servers, workstations to optimize network performance.
- Demonstrated proficiency in networking design and troubleshooting using Cisco Packet Tracer.

**Tool:** Cisco Packet Tracer