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

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

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