

Subahu Paul

Queens, NY | subahupaul0016@gmail.com | (347) 901-7944 | <https://spaul0016.github.io/spaul/>

Summary

Highly passionate and skilled professional with a Bachelor of Technology in Computer Information Systems, 9 months of IT internship, and 1.5 years of experience in aviation. Areas of focus and interest include information systems and cybersecurity. Seeking to apply my knowledge and work experience to your open position.

Skills

Operating Systems: Linux/Unix, Windows, Mac OS

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

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

Education

Bachelor of Technology: Computer Information Systems

New York City College of Technology

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

Experience

Turnaround Coordinator, Swissport USA Inc | (JFK Airport) Queens, NY

10/2024 - Present

- Coordinate all pre- and post-departure activities, including fueling, catering, baggage, and cargo loading/unloading, and maintenance checks, ensuring on-time departure.
- Manage baggage room operations by supervising loading procedures, checking baggage tags, and resolving any issues to prevent delay or lost baggage.
- Conduct thorough safety inspections and communicate real-time updates with ground and cabin crews, enhancing passenger and crew safety and minimizing operational disruptions.
- Collaborate closely with ramp agents, gate agents, and other team members to optimize turnaround processes, reducing ground time.

Turnaround & Customer Service Coordinator, Jet Way LLC | (JFK Airport) Queens, NY

02/2023 - 02/2025

- Coordinated ground operations, including aircraft loading/unloading, baggage handling, and compliance with safety protocols, ensuring on-time departures.
- Managed manpower and ground service equipment while collaborating with multiple departments to optimize resources, minimize delays, and maintain a seamless operational flow.
- Provided excellent customer service by assisting passengers with check-in, baggage handling, and coordinating with TSA and other departments to ensure efficient, timely flight operations.

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 tech-related questions and problems.
- Under supervision, performed service functions including installing, maintaining, troubleshooting, or replacing computer hardware, software, and network components.
- Performed administrative tasks, including maintaining logs of computer use, producing reports, 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, and workstations to optimize network performance.
- Demonstrated proficiency in networking design and troubleshooting using Cisco Packet Tracer.

Tool: Cisco Packet Tracer