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| **­ABHINAV SHAH**  **Washington D.C. Metro Area| (703)-673-6642 |** [**abhinavshah38@gmail.com**](mailto:abhinavshah38@gmail.com) |
| **PROFESSIONAL SUMMARY:** Certified Microsoft Specialist with 3 years of experience working as a lab assistant, troubleshooting software and hardware related issues in various operating systems. Experience in leadership roles, requirements and specifications, customer service, documenting resources. |
| **EDUCATION**  **George Mason University,** *GPA: 3.0*May 2020(Expected)  **Bachelor of Science, Computer Science**  Related Coursework: *Object-Oriented Programming, Computer Ethics, Low-level Programming, Data Structures, Database Concepts, Software Testing and Management, Software Requirements and Design Modeling*  **Herndon High School**  June 2016  **CERTIFICATION: Microsoft Office Specialist Master** |
| **TECHNICAL SKILLS**   * Programming Languages: **Java, Python, C, HTML5, SQL** * Operating System in SDLC **Microsoft** **Windows, Linux (Ubuntu), Apple MacOS** * Software and Applications: **Eclipse, Vim, Proficient in Microsoft Office Suite, J-Grasp, Dr. Java, SQL Developer** * Understanding of the principles of Software Configuration Management (SCM) in **Agile**, **Scrum, Spiral** and **Waterfall** methodologies * Networking: **Cisco AnyConnect VPN** * Working knowledge of various Unix/Linux platforms: **FTP, SSH** * Comprehensive knowledge of virtualization technologies such as: **VMware and VirtualBox**   **PROJECTS**  **Steganography Project**   * Created a program to embed text files into a picture by utilizing knowledge of memory pointers and bit shifting in C * Utilized knowledge of bits operation, inheritance to write a program that hid a binary file in a PGM formatted image where PGM files encoded each pixel as an 8-bit value ranging between 0 and 255.   **Priority Queue Project**   * Developed a priority queue in Java that kept track of customer ID and location in the queue while analyzing average time of execution by utilizing knowledge of different structures |
| **WORK EXPERIENCE**  **Volgenau School of Engineering - George Mason**  October 2016 – Present  *Computer Lab Assistant*   * Troubleshoot hardware and software-related issues on Windows OS 7, 8, 10, and Mac OS * Maintain computers and peripherals, and create structured schedule for multiple computer labs * Diagnose, upgrade, install, and repair hardware and software components for peak performance * Document repairs, hardware and software malfunction, bugs, failures, fault and errors * Serve as technical support to students attending labs on different software’s provided in the lab   **Fairfax County Park Authority - Water Mine** Summer 2015 – 2018  *Admissions Lead Supervisor*   * Supervised over 10 employees and monitored use of Park-net software for admission sales * Team player with excellent interpersonal skills, and understanding demands of system maintenance and prompt response * Other duties included: batching people out, front desk management, monitoring safety of park attendees and staff, daily management |
| **VOLUNTEER**   * Volunteered for a community service project through the SAGA club and helped lead recycling initiatives in my school * Managed food drives as a Future Business Leaders of America (FBLA) member for the purpose of serving those affected by food insecurity |