

# Tanbir Ahmed

Bronx, New York

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## EDUCATION:

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**Lehman College**, New York, NY

*Bachelor of Science in Computer Science*

**GPA: 3.7**

- **Honors & Awards:** Presidential Honor Program

## SKILLS:

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**Programming Language:** HTML/CSS , Java Script , React.js , Python, SQL

**Computer Hardware:** Computer assembly and maintenance

## EXPERIENCE:

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**Pace Copy Center**, New York, NY

September 2015 - Present

*Shift Manager/Graphic Design*

- Create graphical designs for job orders such as flyers, invitations, business cards and banners utilizing my strong Photoshop skills
- Provide excellent customer service by answer phones, handling inquiries, and processing work invoices
- Train newly hired employees by providing information on various products and services
- Manage and collaborate in a team setting to complete large job orders
- Create Excel spreadsheet for bookkeeping of all the transactions from the register
- Organize and keep track of the UPS, FEDEX and DHL online database in an effective manner

**MindShift**, New York, NY

June 2017 – August 2017

*IT Customer Engineer Intern*

- Configured and Imaged customer and internal mindShift laptops, iPads, and desktops.
- Troubleshoot switches, wireless printers, routers and teacher and student workstations
- Conduct quality assurance on mindShift administration workstations
- Collect and organize the inventory of printers, telephones, routers, servers, switches, and workstation at different mindShift managed schools

**Mouse Squad**, In-Tech Academy, New York, NY

September 2011 - June 2015

*Mouse Squad Member/Intern*

- Troubleshoot switches, printers, routers, and teacher and student workstations
- Managed IT repair tickets sent by school staff through the mouse squad database
- Organize the inventory of printers, switches, routers and student and teacher workstations

**The Knowledge House**, In-Tech Academy, New York, NY

July 2015 – August 2015

*Youth Career Connect Intern*

- Developed entrepreneurial skills by attending group workshops to create business plans on products
- Created a news website about worldly issues and conflicts utilizing my programming skills in HTML
- Studied AutoCAD modeling with 3D printers and designed 3D models