Taharin Nurany

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Experiences

Company: J.M. Wilson Corporation — Portage, MI 49024
Title: IT Administrator Intern — May 01, 2022 – Present
Responsibilities:

- Collaborated with users to analyze system requirements, customize the Salesforce platform, and troubleshoot errors, ensuring smooth operation of the system.
- Managed all activities related to change management within Salesforce, including technology, business processes, and people.
- Oversaw user pro les, permissions, licenses, data modifications, and task assignments, ensuring optimal performance and adherence to company policies.
- Created and configured virtual servers on the main server of the company using VMware, improving data management and accessibility.
- Designed and developed an inventory management system from scratch in a Linux environment, integrating it into the main server of the company.
- Conducted regular system updates and maintenance to ensure smooth operations and optimal performance.

Company: WMU College of Health and Human Services — Kalamazoo, MI 49008
Title: Student IT Technician — June 01, 2021 – April 30, 2022
Responsibilities:

- Conducted computer imaging using WDS server, MECM & SCCM and deployed them to staff & faculty, and computer labs, improving efficiency of the deployment process.
- Provided prompt technical support to staff and faculty by responding to phone calls and emails regarding computer software or hardware operation to resolve problems.
- Developed skills in building a computer from scratch and repairing hardware issues, contributing to the successful functioning of the college's IT infrastructure.
- Monitored and maintained the AV control room, ensuring effective recording of exams into DVD and proper functioning of classrooms and labs.
- Performed regular troubleshooting on computer OS, printers, projectors, browsers, MS Office 365, classroom techs, ensuring minimal disruption to the college's daily operations.
- Developed a solid understanding of how active directory and group policy work within an institution, gaining knowledge of IT management practices.

Company: WMU Office of Information Technology — Kalamazoo, MI 49008
Title: Computer User Specialist — September 01, 2022 – April 30, 2023
Responsibilities:

- Provided high-quality technical support to customers by answering an average of 30 phone calls per day and assisting with a range of computer-related issues.
- Assisted walk-in customers with various issues on their smart devices, ensuring prompt and courteous service to maintain customer satisfaction.
- Resolved problems related to VPN, MFA, credential management, screen-sharing, network connectivity, and other technical issues with a focus on minimizing downtime and maximizing productivity.
- Demonstrated a deep understanding of common technical issues and the ability to communicate complex technical concepts to non-technical customers effectively.
- Maintained detailed records of all customer interactions and technical issues, contributing to a comprehensive knowledge base that improved team efficiency and customer satisfaction.

Company: WMU Valley Dinning Center — Kalamazoo, Mi 49008
Title: Student Employee — September 01, 2020 – April 30, 2021

- Demonstrated exceptional people and teamwork skills by serving and interacting with over 50 customers daily in a fast-paced dining environment.
- Collaborated closely with fellow team members to ensure a seamless customer experience and efficient operations.

Projects

Asset Management System

- Developed an Asset Management System using Snipe-IT, PHP, and MySQL, and configured Apache2, PHP, and HTML/CSS to establish notification emails.
- Built a virtual machine using VMware for deployment on the main server. Demonstrated self-motivation and initiative to complete the project independently.

Time Prediction Model for Automotive Production Line

- Contributed to the development of a Time Prediction Model for an automotive production line that predicts working time for each station involved in making a vehicle wheelchair accessible.
- Utilized Simple Linear Regression, Multiple Linear Regression, Random Forest, Decision Tree, and Polynomial regressions to determine the best method for predicting working time.
- Developed a model using Polynomial regression with degree 2 that resulted in an R-squared value of 0.923. The model can be applied to any industry production line and can improve overall employee efficiency.

Scheme Interpreter

- Designed and developed a Scheme interpreter using Python to interpret various Racket functions such as 'let', 'de ne', and 'if' conditions, as well as other built-in functions like '+', '-', '=', 'eq?', 'null?', etc.
- This project demonstrated my proficiency in programming language concepts and problem-solving skills, as I worked independently to develop a functional and efficient interpreter.

Play n Chat!

- As a team member, contributed to the development of Play n Chat, a website featuring three games and a chat feature for users.
- Utilized HTML, CSS, and Bootstrap to create an engaging front-end experience, while incorporating JavaScript for animation and PHP for back-end development.
- Ensured security by utilizing a database for encrypted user credentials and texts.

Covid-19 Vaccine Patient List

- Developed a program to efficiently prioritize Covid-19 vaccine distribution among patients using Binary Heap, Linked List, Priority Queue, and Execution Time.
- Compared the efficiency of Linked List and Binary Tree algorithms to identify the most effective method for organizing patient data. Read data from a le and listed patients according to priority using the selected algorithm.
- Demonstrated proficiency in data structures and algorithmic analysis, as well as an ability to develop practical solutions to real-world problems.

Education

Western Michigan University — Kalamazoo, MI
Degree: Bachelor's — September 1, 2020 – April 26, 2024
Major: Computer Science — GPA – 3.73
Minor: Data Science
Year: Senior

Related Coursework

- Design & Analysis Algorithm
- Data & File Structures
- System Programming Concept
- Introduction to Web technologies
- Network Fundamentals
- Foundation of Programming Language
- Machine Language
- Statistical Computing
- Assembly Language
- Database Management Systems

Awards

- College of Engineering and Applied Science Dean's List
- The Diether H. Haenicke Scholarship
- Co Charles Bayliss School