

Rohan Shrotri

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Projects

YelpCamp – Full stack web application to view and rate campsites in the United States.

- Implemented RESTful routes to handle request and send requisite response objects.
- Implemented MongoDB to store campsite and user information and designed requisite schemas.

Games – Used pygame to create arcade games like pong and tic-tac-toe.

Technical Skills and Certifications

Programming Languages: C, C++, Java, Python, HTML, CSS, JavaScript

Programming Frameworks: Express, Flask

Programming Technologies: Git, Bootstrap, Bulma, Mongo DB, Mongoose, SQLite

Experience

Datacenter Technician · IBM Cloud, Santa Clara CA · August 2020- current

- Demonstrated general knowledge proficiency with computing and telecommunications equipment.
- Deployed, inventoried and maintained systems availability for servers and networking equipment in a datacenter of over 10,000 devices.
- Installed rails, fiber, cat5/cat6 copper cabling, servers and switches with accurate labeling, color coding and documentation to meet quality standards.
- Provided hands on support to customers, offsite networking and systems teams within IBM SLA.
- Displayed a high level of self-sufficiency by performing all critical datacenter operations solo.

Desktop Support Technician · Pharmacyclics, Sunnyvale CA · April 2019- April 2020

- Provided level 1 support for all hardware and software issues directly affecting end users including company PCs, printers and mobile phones.
- Displayed proficiency in technical problem solving by fixing and recording undocumented errors.
- Consolidated new hire onboarding and PC build process, performed fault diagnosis of faulty systems, and the management of open tickets in company ticketing system.
- Demonstrated friendly and professional demeanor when interacting with customers.
- Procured and managed inventory of IT/Company equipment.

Education

A.A in Systems Programming, De Anza College, CA

In progress

B.S. in Cell/Molecular Biology, Humboldt State University, Arcata CA

August 2016 - December 2018