

Mohamed Abdul

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EDUCATION

- **California State University, San Bernardino** San Bernardino, CA
Bachelors of Science in Computer Science; GPA: 3.73 Sep. 2015 – Aug. 2019

EXPERIENCE

- **Prime Healthcare** Ontario, CA
IT Helpdesk Feb. 2019 - Present
 - **My Responsibilities :**
 - * Utilized Service Desk ticketing system to report incidents from end users, and assign the ticket to the technicians.
 - * Xmatters is an instant communication platform integrated with Service Desk platform used to notify an incident report to technicians in case of high priority ticket.
 - * Utilized Active Directory to manage user credentials, used to reset password, and unlocking accounts.
 - * Performed DNS Flush on users computer during internet connectivity issue.
 - * Have trained, and shadowed new hires in our department. Reported the progress of new hires to manager.
- **CSUSB MAD Team** San Bernardino, CA
Software Engineer Intern Apr. 2018 - June 2019
 - **My Responsibilities and Projects :**
 - * I was part of Android development team; I have worked on continued projects, and new projects. I have written Software Specification Requirements (SRS) for our projects, and designed UI for applications.
 - * Bitbucket is a git version control system used in the development. I have created, and managed repositories for our projects.
 - * I have performed Quality Assurance (QA) testing on RoomQuest app, and app is published on Google Play store.
 - * SOS is an Android application used to report and alert users about incidents. This was continued project, I have integrated ArcGIS map technology to display the location of the incident. Firebase was used as database to retrieve the location of the incident.
 - * Have followed Singleton Design, Factory Method , and Abstract Factory Method in designing classes.
 - * Disability Sports Festival is an Android App that has information about sports festival, and displays the event locations. I have integrated ArcGIS map to display the location of the events, build a portal to register a new event, and able to mark an event using GPS.

PROJECTS

- **Tamil Dictionary:** Tamil Dictionary is an Android application allows users to find definition of an English word to Tamil word. The definitions are stored as JSON objects in the app. The app is published on Google Play.
- **SARF Duplicator:** SARF Duplicator is a static web application facilitates duplication of tickets in Service Desk platform. I have used Service Desk's REST API to distribute tickets. I build this application to help our workflow at our Help desk at Prime Healthcare.
- **PinIt:** PinIt is an Android application allows users to pin a location, users able to share the locations to anyone as Google Map link, and navigate to the location. Google Map is used for navigation to the pinned location.

TECHNICAL SKILLS

- **Languages:** C++, Java, Javascript, HTML, CSS, Python and SQL.
- **Technologies:** Bootstrap, REST API, AWS, Adobe Photoshop, Firebase, Docker, Github, Bitbucket, AngularJs, and Android Studio.