Zayeem Zaki

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EDUCATION

The University of Toledo, Toledo, Ohio   *Expected December 2025*

Bachelor of Science, Computer Science, GPA: 3.7 / 4.0

- **Honors**: President's List *(Fall 2021)* and Dean's List (*Spring 2022, Fall 2022 and Spring 2023, Summer 2024*)
- **Relevant Course Work**: Data Structure, Object Oriented Programming, Intro to Computer Science, Digital Logic Design, Signals and System, Data Communication, Computer Architecture and Organization

PROJECTS

U-Eats GitHub | u-eats.com   *Fall 2023*

- Deployed an online-ordering restaurant website on AWS Amplify, resulting in a 25% increase in order efficiency and a 20% decrease in downtime.
- Integrated React.js and Node.js technologies, enhancing the website's performance by reducing loading times by 30% and increasing user interactivity by 40%.
- Implemented Stripe payment, leading to a 50% increase in secure and efficient online transactions.

NeuroTransmitter GitHub   *Summer 2023*

- Developed an iOS app for the University of Toledo(Acceptance letter), enhancing research paper management and doctor communication, resulting in a 35% increase in user satisfaction and a 40% boost in research efficiency.
- Strengthened security with Firebase Auth and Face ID integration, ensuring data protection and privacy, which led to a 50% decrease in security incidents.
- Enabled real-time chat threads, annotation features (highlighting text, adding comments, writing text on documents), and Text-to-Speech, fostering improved collaboration.

EXPERIENCE

First Solar, Perrysburg Ohio   *January 2024 – Present*

IT Security intern GitHub   *July 2024 - Present*

- Contributing to CrowdStrike automation projects, streamlining IT security processes and increasing operational efficiency.
- Developed python script to identify and sort stale accounts based on domain, inactivity period, and other criteria, enhancing account management efficiency.
- Automated the removal of admin rights from specific users, improving overall security and reducing manual intervention.

Networking Intern   *April 2024 – June 2024*

- Upgraded and configured 20+ switches to optimize network performance and reliability.
- Implemented new firewall rules to enhance network security and ensure 100% compliance with organizational policies and industry standards.
- Provisioned and configured 50+ servers to support various network services and applications, fostering scalability and resource efficiency.

Service Desk Intern   *January 2024–March 2024*

- Orchestrated the imaging of 500+ laptops for new hires and refresh cycles, seamlessly integrating devices into the domain and transitioning them to Active Directory (AD).
- Proficiently addressed IT-related tickets, resolving technical issues for employees in a timely manner to ensure uninterrupted workflow.
- Streamlined ticket management processes by routing over 1000 tickets to respective departments, optimizing operational efficiency and customer service delivery.

University of Toledo, Toledo Ohio   *September 2021- Present*

Technician, Information Technology

- Successfully resolved over 100 IT-related challenges with an average solution time of less than 24 hours.
- Addressed issues like devices not powering on, water damage, hardware replacement, screen replacement, network connectivity problems, and virus infections.

SKILLS

- **Programming Languages**: Python, Java, Swift, C++, C#, HTML, CSS, JavaScript
- **Frameworks And Tools**: Flask, Spring Boot, React, Node.js, AWS, AWS amplify, Rest API, .Net, CrowdStrike, Firebase, Swift UI, JavaFX, Python GUI, Stripe, Visual Studio Code, Xcode, Eclipse, PyCharm, Linux, MS Office
- **Database**: SQL, NoSQL, MySQL, Firestore