**Zaymeen Deen**

850-348-3727 | [zd10c@my.fsu.edu](mailto:zd10c@my.fsu.edu)

**Education**

Pursuing a Bachelor’s degree in Information Technology with a minor in Computer Science at Florida State University. Graduation date December 2016.

Relevant courses: Java Programming, Unix, Introduction to C++, Object Oriented Programming, Digital Media, IT Leadership, Information Science, Databases.

**IT Skills**

Knowledgeable in Python, Unix, SQL and HTML. Proficient in office productivity and video editing software. Currently fulfilling requirements and gaining knowledge for advanced databases and Object Oriented Programming in Java.   
  
**Work Experience**   
IT Helpdesk Supervisor, City of Tallahassee 4/16 – present holds position supervising and managing Help Desk Interns, Coordinate with helpdesk technicians on projects, investigate and resolve issues, propose solutions for reoccurring problems, ensure team compliance with all policies and comply with companies procedures and regulations.

Helpdesk Support Technician, Florida State University 4/16 – present currently provides customers with network technical support, troubleshoots and supports Windows operating system, MAC OS, advanced MS office product issues along with other IT issues and upgrades software components as required.

Service Desk Specialist, General Dynamic Information Technology 10/2015 – 1/2016 performed documents Incident with detailed break-fix steps, provided advanced customer service and support, communicated with high profile customers in a professional and courteous manner, performed installation, upgrades, and configures customer-specific hardware and software, accepted warm transfers from other technicians to continue remote support, performed advanced troubleshooting to isolate and diagnose IT problems on desktop equipment and peripherals, including software and hardware, provided remote and on-site troubleshooting for hardware and software support.   
  
**Organizations**   
Women Veterans in STEM, STARS Alliance, Association for Information Technology Professionals, Codeducation, Women in Sharing Experience, FSU TechNole, Collegiate Veterans of FSU.   
  
**Awards**

DIGITECH Contribution award that best demonstrated strength of character by contributing to others for a website that was built called Resources of Veterans.