**Zoya Khan**

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# EDUCATION

**Hunter College, City University of New York**

Bachelor of Arts, Major: Computer Science **Expected 6/2025**

# EXPERIENCE

# *IT Support Intern* NYC DEPT OF SOCIAL SERVICES (ITS Department) , Brooklyn, NY 7/2023 – Present

* Engaging in telephone conversations with clients, addressing their queries and concerns.
* Managing and responding to client emails, ensuring prompt and effective communication.
* Handling support tickets or requests from customers, utilizing a ticketing system.
* Assisting individuals in resolving issues and providing guidance as needed.
* Utilizing Microsoft Suite, Citrix, and applications developed by HRA for various tasks and processes.

***Software Intern*  7/2023 - Present**

**XRSI,** Remote, New York

* Managing websites using WordPress, including frontend and backend tasks.
* Working on front-end projects, ensuring the visual and user experience aspects of websites are optimized.
* Taking responsibility for the security of websites, implementing necessary updates and measures to protect them.
* Updating website pages with relevant content, ensuring accuracy and timeliness.

***Receptionist*  6/2021 - 1/2023**

**Dr. Ilya Blokh,** Brooklyn, NY

* Worked with patients to fulfill their needs, at the front desk.
* Answered phone calls, spoke to other doctors, offices, companies, & patients.
* Did paperwork, e.g., filing charts, sending faxes, making copies, giving reports to patients.
* Worked with Microsoft Office and Mosaic
* Learned how to solve issues with patients in calm and collective manners, no matter the situation.

***Intern*  7/2020-7/2020**

**Break Through Tech,** Remote, New York

* Selected for a paid, competitive, 1-week program combining computer science and design thinking.
* Learned user-centered design principles, user interview strategies, and prototyping.
* Collaborated with team members to create a website using HTML, CSS, and JavaScript.

***Intern* 7/2019 - 8/2019**

**Girls Who Code at JP Morgan Chase,** Brooklyn, NY

* Worked on coding websites using HTML and CSS. Developed knowledge of a work environment at an office.
* Worked with code using Python. Mentored by a Software E who explained what she does in her day-to-day life and helped me learn what her role is like as a Data scientist at the company. Worked strategically with others and came up with solutions to any challenges or complexities that would come with the code.
* Met with CEOs of other leading tech companies such as KPMG and learned about work they do. Presented projects with other team members and led the group.

***Volunteer*  9/2019 - 11/2019**

**Brooklyn Medical Services,** Brooklyn, New York

* Worked with the nurses and observed what it is like working at a medical office. Answered phones, spoke with patients.

# SKILLS

**Computer:** Microsoft Office Suite (Excel, PowerPoint, Access, Outlook, and Word), Google Suite, Citrix, WordPress

**Programming:** C++, Python, HTML and CSS, JavaScript

**Key Skills and Qualities:** Effective communication, Time management, Organized, Quick learner, Responsible, Polite, Motivated, Customer service skills, Team management, Leadership.

# AWARDS

**Peter F. Vallone Scholarship- 2022 – Awarded to students who showed academic excellence in High School.**

**Arista and Archon- 2015-2016 – Awarded for academic excellence and community service.**

# EXTRACIRRICULAR

**Executive Secretary: Women In Computer Science Club at Hunter College**  **3/2023- Present** Manage and create emails using MailChimp. Plan events for students to engage and break into tech providing resources such as internships and websites to learn. Managing notes in board meetings.

**National Honor Society at F.D.R High School 2/2020 – 6/2021**