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Home Address

84 Owaissa Dr.
Rochester, NY 14622

OBJECTIVE: Obtain an engaging career relevant to my major field of study; preferably in a web developer role in an agile environment.

EDUCATION:

The Firehose Project

- Refining skills in full stack web development

Online
January 2018

Kaplan University

- M.S in Information Technology with a concentration in Information Security and Assurance

Online
September 2015

Rochester Institute of Technology

- B.S. in Information Technology with a minor in Criminal Justice

Rochester, NY
November 2012

SKILLS:

- **Programming Languages:** Kendo UI, .Net, WebForms, Classic ASP, jQuery, SQL, Ruby, Git, Rails, C#, Java, HTML, CSS, PHP, Batch, PowerShell
- **Operating Systems:** Microsoft XP-10, Microsoft Server 2008-2012R2, Macintosh OSX, Linux
- **Software:** IIS, Visual Studio, SSMS, SQL Server, Microsoft Office, Adobe Photoshop and Flash, Jira, VMWare, Altiris, SCCM, DeployStudio, Norton Ghost, McAfee Anti-Virus, Apple Remote Desktop, EMC's Networker
- **Courses:** Computer System Fundamentals, Network Fundamentals, Intro to Routing and Switching, OS Scripting, Programming for Information Technology I – III, Network Design and Performance, Computer networks, Cryptography, Database and SQL Query design, IT and Security Project Management.
- **Certifications:** CompTIA A+, CompTIA Linux+, CompTIA Security+, VCP- DCV, VCA-Cloud
- **Other:** Excellent oral and written communication skills, PC Proficiency, Customer Service, Leadership and willingness to learn new things

EXPERIENCE:

Medisked

Software Engineer Co-Op

- Develops fixes for software bugs
- Developed a demo of a survey tool to engage Ohio counties in future discussions of selling a full version
- Works in a team environment collaborating to produce a quality, consistent experience across products

Rochester, NY
1/2/2018 - Present

- Embraces new technologies and absorbs them quickly to be able be an integral part of the team
- Problem solving

**Starbucks
Barista**

**Webster, NY
10/06/15 – 12/31/17**

- Provided excellent customer service
- Prepared drinks and food to customer specifications
- Barista Trainer
- Coffee Master involved with increasing coffee sales and beverage quality to improve customer satisfaction
- Other duties as assigned

**Modis Contract at Xerox
System Administrator**

**Rochester, NY
09/23/13 – 01/23/15**

- Application Support for public development and production environments using Microsoft Server 2003-2012 R2, SQL 08R2 and 2012, IIS
- Running simple MSSQL queries as well as configuration management and basic troubleshooting
- Ensured uptime of MS IIS based applications behind an F5 load balancer as part of a team
- Familiar with an environment with EMC SANs, Cisco UCS and networking.
- Maintained and monitored Active Directory users and groups
- Management of VMware virtual infrastructure including vCloud and vCenter backed environments as well as vCloud Director and VMware View
- PowerShell scripting
 - Automated central file storage management,
 - Automated creation of Virtual environment based off of dynamic text-based configuration file and post-configuration tasks included Organizational Units and other configuration tasks
- Microsoft Server troubleshooting experience from 2003-2012R2 including imaging computers with Windows Deployment Server and SCCM
- Familiar with EMC's networker for use with file system and database backups and restores

**Synergy Global Solutions
Field Service Engineer**

**Rochester, NY
04/15/13 – 6/21/13**

- Responsible for closing day-to-day service tickets
- Projects involving upgrading of high-end engineering systems
- Worked on projects and tickets for executive level clients
- Developed scripts to make day-to-day tasks easier and more efficient
- Break/Fix tickets involving:
 - Imaging and package deployment with Symantec Altiris
 - Quest Active Roles, Active Directory
 - Engineering Software installations

**RIT Information Technology Services (Student)
Supervisory Assistant**

**Rochester, NY
05/05/12 – 11/01/12**

- Managed and trained 20+ lab assistants in the proper maintenance and protocol for a school computer lab
- Monitored stock inventory and replenished supplies when necessary

RIT College of Science
Assistant PC Systems Administrator (Paid Internship)

Rochester, NY
08/22/11 – 03/01/12

- Researched and implemented a monitoring solution for our infrastructure.
- Maintained and monitored Active Directory users and groups
- Powershell scripting
 - Project to download background images and deploy via group policy
- Linux experience leveraging Nagios and Debian to learn both Linux and monitoring of servers
- Ensured 200 system environment was up to date and functional utilizing these software packages:
 - Microsoft SCCM, Altiris, DeployStudio and Apple Remote Desktop
- Worked with multi-platform client and server environment.
- Back up for ITS lab services

NTID Technology Services

Rochester, NY

PC Technician Co-Op (Paid Internship)

03/11 – 05/11

- Support faculty and staff with their technology issues in a multi-platform environment
- Imaged and built computers for deployment using Norton Ghost
- Worked on projects as assigned
- Found, researched and implemented a solution for netbooks that is both secure and won't affect performance. The solution was Faronic's Deep Freeze

HONORS AND ACTIVITIES:

- RIT48 Web Startup Competition 2013 – 3rd Place Team
- Sigma Alpha Mu Fraternity – President and Secretary
- Boy Scouts of America Eagle Scout, Spring 2006
- Iota Sigma Tau Academic Honor Society