

# Mahdi Islam

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## WORK EXPERIENCES

### IT Analyst | NORR LLC

Detroit, MI | Jan 2023 – Present

Skills Utilized: IT Support and Solutions, Workflow Analysis and Improvement, IT Service Management, Technical Support in Microsoft Environments, Inventory and License Management, User Access Provisioning and Orientation.

#### Technical Support

- Provide in-office and remote IT support to maintain seamless business operations.
- Manage and resolve IT support tickets through ManageEngine ServiceDesk Plus.
- Identify workflow issues and propose actionable improvements to enhance efficiency.

#### Inventory Management & User Management

- Oversee hardware and software inventory to ensure accurate tracking and availability. Ensure compliance and accessibility for users.
- Facilitate device lease swaps, ensuring staff have updated and functional equipment.
- Conduct new user orientations and manage employee attrition processes.
- Provision and manage user access to systems and tools to meet operational needs.

### Co-Founder & Web Developer | inksway.com

Dec 2022 – Present

Skills Utilized: WordPress, HTML, CSS, Microservices, AWS

- Developing websites for business clients and writing tech related blogs with the team.

## PROJECTS

### Bit-pocket.com | Perksway.com | Team Inksway

Jan 2024 - Aug 2024

Skills Utilized: WordPress, Microservices, PHP, HTML, CSS

- Designed and developed an enhanced and secure version of Bit-pocket, incorporating advanced security features and a high-performance cloud server. Implemented a multi-class reward system, enabling multiple teachers to manage and allocate performance-based points for students efficiently.

## EDUCATIONS

### BACHELOR OF SCIENCE

Information Technology  
Wayne State University  
GPA: 3.92

## CERTIFICATIONS

CompTIA A+  
Test Out Network Pro  
C++

## SKILLS

#### IT SYSTEM SUPPORT

• Azure AD • Active Directory • Inventory Management • Cloud Troubleshooting & VPN • System Administration • Ticketing • Network Management • AI & Automation • MS 365 • SQL

#### PROGRAMMING

• Python • Java • C • C++ • SQL

#### WEB DEVELOPING

• HTML • CSS • JavaScript • WordPress • React JS • Node JS • PHP

#### GRAPHIC DESIGN

• Adobe Illustrator • Photoshop • Canva • Figma

#### LANGUAGES

• English • Bengali • Hindi

## INTERESTS

Reading | Traveling

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