Ahmed A. Mohamed

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EDUCATION

Metropolitan State University – St. Paul, MN   Expected: May 2025
Bachelor of Science in Computer Science
Relevant coursework: **Web Programming, Database Management Systems, Project Management Software, Microsoft Excel, The Whole Internet, Intro to Python, Business Computer Systems, and Discrete Math**

SKILLS & CERTIFICATIONS

- **Technical skills**: Python (Beginner), HTML (Beginner), Hardware Installation, Data entry, Computer reimaging
- **Technologies**: Mac/Windows OS, Visual Code Studio, Microsoft 365, Visual Studio, OnBase, ServiceNo
- **Certifications:** Google IT Support Professional Certificate **(2021)**, NHCC Computer and Communication Certificate **(2022)**, CodePath ICP Certificate **(2023)**

EXPERIENCE

HealthPartners - IT Support Intern | St. Louis Park, MN   September 2022 – February 2023
- Successfully addressed user tech issues promptly, resulting in faster solutions and a 30% decrease in average time to resolve tickets by providing effective troubleshooting and support.
- Replaced and retired 250+ Methodist campus monitors and hard drives, running backup, restore, and reimaging.
- Assisted with administrative tasks, such as filing, data entry, and document preparation, improving office efficiency by reducing turnaround time for projects by 20%.

SkyWater Technology - IT Security Intern | Bloomington, MN   October 2021 – June 2022
- Documented and tracked 150 security incidents, risks, and recommendations, assisting the security team in identifying potential security issues.
- Implemented role-based access control (RBAC) to regulate access to computers and network resources based on users' roles, significantly enhancing security and privacy by reducing unauthorized access incidents by 35%.

Barwaqo Daycare - Tutor | Minneapolis, MN   June 2021 – August 2021
- Mentored 20 students from underprivileged backgrounds, helping them grasp STEM-related homework assignments, pinpoint areas of difficulty, and overcome weaknesses in both traditional and remote classrooms.
- Conducted a comprehensive, week-long coding and hardware course for 30+ middle schoolers, covering fundamental concepts such as HTML, hardware installation, and collaborative projects to enhance their skills.

PROJECTS

Password Generator
- Developed a Python-based password generator, employing techniques such as randomization, string manipulation, and user-defined options to generate strong and secure passwords.

Hardware Tracker
- Developed a user-friendly website utilizing HTML & CSS to manage and organize a collection of 125+ retired and replaced hard drives based on asset tags and computer names, streamlining the process and enhancing accessibility for efficient data retrieval and maintenance.

LEADERSHIP & AFFILIATIONS

MSU Computer Science Club | St. Paul, MN   August 2022 – Present
- Coordinated with club members to plan and execute engaging events that fostered collaboration and knowledge sharing within the club.
- Assisted prospective members with the application process and ensured a welcoming environment for new club members, promoting inclusivity and a sense of community.

CodePath |Internship Connection Program   July 2023 – August 2023
- Program participation included enhancing coding proficiency, building a strong professional network, and gaining valuable insights through collaboration with experienced mentors and industry professionals.