

ENAS ALNASERI

ealnaseri@ualbany.edu

Albany, New York

People-centric technical support specialist with 5+ years of experience in service/help desk management in the education and healthcare industry. My attention to detail helps maintain a seamless inflow of a 9,000-plus capacity community college with an average of 30 -50 academic and technical support tickets issued daily. I work extensively with a diverse population of students locally and from around the nation and the world. I'm looking to match the same energy I brought the *Computer Learning Center* and previous positions healthcare to improve your team's productivity as a ***Diversity, Equity and Inclusion Coordinator*** (HV-MC-8270).

EDUCATION

Computer Information Systems (CIS), 2020 **Hudson Valley Community College, Troy, NY,**

- Associate of Applied Science
- Internship: Work study student, *Computer Learning Center*, 2017 - 2020
- Co-developed MS Office instructional support videos for Arabic speaking students, 2018 - 2020

BS Arabic Language, 2012

University of Mustansirya, Baghdad, Iraq

- Grammar Skills
- Verbal Communications
- Business Communication

BS Informatics | University at Albany-SUNY

Expected Graduation: 2025 (In Progress)

CORE STRENGTHS

COMMUNICATION

Interpersonal skills allow me to be the first point of contact between students and staff who are experiencing technical issues. Also, my fluency in the Arabic language is useful in support of students and *Computer Learning Center* faculty in translating class materials and exercises from English to Arabic

Spoken languages: English and Arabic

PROBLEM-SOLVING

Eager to explore multiple solutions in trouble shooting errors. Helped reduce downtime by an estimated 20%, improving ticket handling efficiency.

SKILLS

PROGRAMMING LANGUAGES Java, C++, and CISS

TECHNOLOGIES: Experience in...

MS Office Suite, Adobe Acrobat, anti-virus software, WordPress Management, D2L Brightspace, Outlook, Banner, and Zoom teleconferencing

OTHER EXPERIENCE

Field Service Technician, 2020 - 2021

TEKsystems, Latham, NY

- Install, configure, and support new hardware and software infrastructure
- Maintain hardware and software systems
- Provide technical support to users with very different levels of IT knowledge and competence
- Travel to customer locations, operated vehicle

Technical Support Specialist, 2017 - current

Hudson Valley Community College, Troy, NY

- Provide technical (WIFI, login, and password management) and academic support (MS Office, Blackboard On-line Learning Management System, and WIREd Student Information System) *Computer Learning Center*
- Maintain and improve hardware equipment such as printers and PCs (filled paper, clear jams, investigate and report equipment failures)
- Update procurement requests such paper, ink, office supplies, and toner

Medical Technical Support, 2019- 2020

St. Peter's Hospital, Albany NY

- Conducted product testing of medical devices to ensure effectiveness prior to procedures
- Maintained record keeping of equipment maintenance and rotation between shifts