

Tarik Hasan
tarikhasan@gmail.com
Mountain View CA
(559) 355 1508

OBJECTIVE

A competitive individual looking to apply both my experience with technology and customer service to help solve technical issues in the workplace.

EDUCATION

California State University Fresno

- *B.S. Business Administration - Computer Information Systems (3.4 GPA)*

May 2021

EXPERIENCE

Fastly

San Francisco, CA

IT Help Desk Specialist

Jun 2022 – Present

- Provided technical assistance and support for incoming tickets and issues related to both computer systems, software, and support using applications via Jira Ticketing System
- Maintain daily performance of computer systems
- Onboarded users by creating their accounts using Okta, Better Cloud, and JAMF ; ran the bi-weekly onboarding for new hires
- Maintained daily performance of computer systems
- Provide technical service for local and remote Fastly employees

Saatva

Remote(Whitestone, NY)

Jr. IT Engineer

Jan 2022 – Jun 2022

- Managed all assets and inventory from hardware to software, VOIP phones, and desktops
- Supported various operating systems: predominantly Windows and macOS
- Maintained enterprise applications: Google Apps, Zoom, Okta, Atlassian (Confluence/Jira), GitHub, Better Cloud
- Used FreshService as the main ticketing system to create and respond to users who had issues within daily operations
- Kept track of all of the user's equipment's and software that was given access using Tugboat Logic
- Assisted in opening up store locations and making sure the equipment was setup for the retail stores
- Supported users with purchasing devices and equipment that would be necessary for daily use
- Created documentation for processes that would entail day to day operations

Guardant Health

Redwood City, CA

Desktop Support

July 2021 – Jan 2022

- Managed all assets and inventory from hardware to software, including printers, VOIP phones, and desktops
- Supported various operating systems: predominantly Windows and macOS
- Maintained all enterprise applications: Google Apps, Zoom, Okta, Outlook
- Used software's like Jira and Zoom to help solve tickets and provide support for both on-site and remote users
- Used applications like Asset Panda and internal applications to keep track of all devices and assign them to its specific user
- Ensured the highest levels of security were met when creating shared folders, drives and other resources containing sensitive information
- Provided procurement to upper management for all hardware, network and software purchases as well as upgrades
- Developed training and support documentation of internal systems, user systems and processes

Apple

Fresno, CA

Technical Specialist

June 2019 - Nov 2020

- Supported individuals bringing in their devices into the Genius Bar for repair
- Diagnosed the issues using the internal software used at Apple and used the information that was provided to fix the issues of the device
- Reset and Restored devices that were having issues with their software and would provide advice on how to keep the issues from happening
- Troubleshoot devices that would come into the store which included iPhones, iPads, Apple Watches and would help assist with some of the MacBook software issues that would arise

Skills, Certifications, Interests

Skills: G Suite, Office 365, iOS, macOS, iPad OS Support, Windows 10, PC hardware assembly, Organization and Leadership

Certifications: CompTIA A+(IP), CCNA (IP)

Interests: Technology, PC Building, Basketball, Soccer, Football, Weightlifting