




RAHEEM ABU HUMRA

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Education

California State University

Sacramento, CA

Bachelor of Science in Computer Science | Dean's Honor List 2022

Aug 2022 - June 2025

Technical Skills

Programming Languages: Python, Java, C++, MySQL and JavaScript

Active Directory Administration: User account management, password resets, MFA configuration, and VPN access provisioning (Basic, Data Center, Call Center, DJJ)

IT Support & Troubleshooting: Experience with Avaya for call management, resolving technical issues, and logging service requests

Network Security: Knowledge of network protocols, network architecture, secure network design, and experience with Wireshark for network analysis and troubleshooting.

Frameworks: React.js, Node.js, Bootstrap CSS, Tailwind CSS

Experience

Student Assistant - Information Technology Service Center

Sacramento, CA

CA Department of Corrections and Rehabilitation

NOV 2024 - Present

- Enhanced IT support efficiency by resolving 20+ daily customer calls through Avaya, as measured by reduced response times, by troubleshooting technical issues.
- Improved ticket management by increasing routing accuracy by 95%, as measured by ServiceNow ticket resolution rates, by carefully reading, interpreting, and assigning tickets to appropriate teams.
- Streamlined response time by processing 65+ customer inquiries weekly via the EIS Helpdesk Outlook mailbox, ensuring faster ticket creation and resolution.
- Improved account administration by reducing access issues by 30%, managing PCAdmin and Active Directory for password resets, MFA setups, and provisioning CDCR wireless and VPN access.

Web Developer

Sacramento, CA

Bertoni Handyman Services

Aug 2023 - May 2024

- Achieved a 25% increase in client digital engagement by leading the design and deployment of a website and admin portal.
- Created an admin portal for managing client interactions and job assignments, improving operational efficiency by 25%.
- Designed and implemented an extensive database for 200+ quotes and 300+ user profiles, streamlining data management, enhancing user access efficiency by 50%, and ensuring seamless information retrieval.
- Gained experience working in an Agile development environment and acquired knowledge of Jira Software for project management and issue tracking.

Achievements & Certifications

Google Cybersecurity Professional Certificate

Completed

- Foundations of cybersecurity, Operating systems security, Network security, Internet security, Incident response and recovery, Intrusion detection & prevention, Threat intelligence & modeling.

Academic Projects

Medical Study App | React.js, Vendia

- Developed a distributed information system using the Vendia Share platform, enabling the near real-time exchange of study data in a secure, auditable, and controlled manner.
- Implemented a smart contract that verified eligibility criteria and facilitated the sharing of anonymized patient records with participating parties, ensuring data privacy and security.
- Created user-friendly interfaces for doctors and admins at Jane Hopkins to access and manage study data with proper access controls.

Personal Portfolio | HTML/CSS, JavaScript, React.js

- Designed and developed a fully responsive personal portfolio website showcasing my skills, projects, and qualifications.
- Utilized HTML, CSS, and JavaScript to create an engaging and visually appealing front-end user experience.
- Included dedicated sections for an "About Me" introduction, a downloadable resume, a portfolio of showcased projects, and contact information for easy reach.