

# Mohammed Mohammedawi

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## HIGHLIGHT OF QUALIFICATIONS

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Recent graduate with a strong background in Information Technology, data analysis, and network troubleshooting. Skilled in creating data visualizations and supporting IT systems across cloud and SaaS environments. Passionate about contributing to inclusive, mission-driven organizations and applying technical skills to enhance technology solutions and foster collaboration.

## EDUCATION

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### University of Minnesota, Twin Cities

Bachelor of Applied Science, **Information Technology Infrastructure**

May 2024

GPA: 3.8 | Dean's List: 2022-2024

## TECHNICAL SKILLS

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**Networking:** TCP/IP, DNS, DHCP, VLAN

**Data Analysis:** Excel, Python, SQL

**Troubleshooting:** Hardware and software diagnostics

**Automation:** Python scripting for task automation

**Documentation:** Creating user-friendly guides for technical processes

## SKILLS & RELEVANT INFORMATION TECHNOLOGY PROJECTS

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### Data Analysis and Visualization

- Collected, cleaned, and analyzed data using Excel and Python, identifying patterns and trends to support IT system optimizations and business insights.
- Created data visualizations and dashboards to communicate key findings to stakeholders, enabling more informed decisions and improving overall project outcomes.

### Network Troubleshooting and Monitoring

- Utilized Wireshark and other network tools to monitor network performance, diagnosing and resolving connectivity issues for both on-site and remote teams.
- Assisted in troubleshooting hardware and software issues, ensuring stable IT operations and reducing system downtime.

### IT Infrastructure Support and SaaS Tools

- Supported cloud infrastructure by familiarizing with AWS and Google Cloud environments, working to maintain systems.
- Assisted in managing user accounts and permissions for cloud-based services, ensuring secure access and compliance with best practices.

## EXPERIENCE

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### Process Assistant

Amazon, Woodbury, MN

June 2024 - Present

- Coordinated daily operational tasks to ensure efficient workflow and process optimization, improving productivity by 15%.

### Student Trainee (Internship)

DHS, Bloomington, MN

November 2023 – May 2024

- Managed information distribution, effectively organizing and distributing voicemail and fax communications
- Monitored case progression to ensure timely updates and resolutions

### Product Flow Specialist

Best Buy, Richfield, MN

May 2021 – Oct 2023

- Conducted customer surveys and analyzed feedback to identify areas for improvement, resulting in a 25% increase in overall customer satisfaction within six months.

## AWARDS

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Osher Reentry Scholarship

2023