

Shawlen Nahar

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SUMMARY

Detail-oriented and motivated IT graduate with hands-on experience in technical support, data coordination, and website development. Skilled in front-end technologies, database management, and troubleshooting. Strong communicator with a passion for helping businesses through tech solutions. Seeking a general IT role where I can support operations and contribute to innovative projects.

SKILLS

- **Languages & Tools:** HTML5, CSS, JavaScript, SQL, React, Node.js, Bootstrap, WordPress, MongoDB, MySQL
- **Software & Platforms:** VS Code, Proxmox VE, Microsoft Office, Google Workspace, Canva
- **Database & Cloud:** MySQL Workbench, SQLite, CouchDB, Neo4j, Microsoft Access
- **Other:** Remote IT Support, Helpdesk, Usability Testing, System Troubleshooting, Windows OS, Hardware Setup, Active Directory, Office 365, VPN, Ticketing Systems

EDUCATION

The Pennsylvania State University

Media, Pennsylvania

Bachelor of Science in Information Technology

- GPA: 3.4

EXPERIENCE

Unite Here

Philadelphia, Pennsylvania

Data Coordinator

July 2024 – Nov 2024

- Supported a 500+ person canvassing team by maintaining accurate data across multiple platforms
- Set up over 100 phones/laptops and resolved 50+ technical support requests weekly
- Improved data accuracy by 30% through meticulous quality control and clean-up procedures

Fair Acres Geriatric Center

Media, Pennsylvania

Technical Intern – IT Department

Feb 2024 – Apr 2024

- Resolved 100+ hardware/software/network issues during internship, boosting staff productivity
- Redesigned department website using React, Node.js, HTML5, and Bootstrap, improving load time by 40%
- Conducted usability testing with staff, achieving 95% user satisfaction rate in surveys

Penn State Brandywine

Media, Pennsylvania

Receptionist & Writing Tutor

Aug 2021 – April 2024

- Managed administrative duties, incoming calls, and improved office efficiency through digital solutions
- Provided writing support to students, offering constructive feedback and editing assistance

PROJECTS

Founder – Alphet Tech Consulting (2025 – Present)

- Started a consulting business to support small businesses without IT departments
- Services: Website development, 24/7 remote IT helpdesk, software dashboards, custom IT solutions

Recipe Recommendation System (Java Project)

- Building an application to suggest recipes based on user preferences and ingredients
- Using Java with a MySQL database backend; includes ingredient filtering, favorites, and health tips.

CERTIFICATIONS & TRAINING

- **Google IT Support Certificate** (Completed, 2024)
- **CompTIA A+** (Planned – 2025)
- **Microsoft Excel (Advanced)**
- Self-taught in React, WordPress, and Proxmox VE via project-based learning