

Arman Mohiuddin

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PROFESSIONAL EXPERIENCE

NYC Public Schools – Astoria, NY

October 2025 – October 2026

IT Intern / SPOC (School Point of Contact)

- Manage 250 user accounts, security groups, and permissions in Active Directory and Microsoft Entra ID, handling onboarding, offboarding, password resets, and MFA for faculty, staff, and students
- Administer 300+ Windows, macOS, and ChromeOS endpoints through Microsoft Intune, Apple School Manager, and Google Admin Console, enforcing compliance policies and deploying software
- Resolve 20–25 tickets daily across hardware, network, and software issues, fixing the majority on first contact and escalating complex issues with clear documentation
- Install and troubleshoot unmanaged switches, patch panels, and Cat5e/6 cabling across 3 floors, and support printers and classroom AV equipment
- Maintain asset-tag inventory for 300+ devices, tracking assignments, repairs, and lifecycle status

Best Buy Inc. – Rego Park, NY

June 2021 – October 2026

Retail Sales Associate / Apple Mobility Advisor

- Provide front-line technical support to 100+ customers weekly, troubleshooting smartphones, tablets, laptops, and smart home devices
- Activate and configure Apple and Android devices, including data transfers, carrier setup, and Apple ID/iCloud troubleshooting
- Translate technical issues into plain language for non-technical customers and consistently earn 10/10 customer satisfaction ratings
- Use Power BI to track sales and service KPIs, reaching 120% of sales targets

EDUCATION

CUNY Hunter College – New York, NY

June 2026

Bachelor of Arts, Computer Science

Bard College – Annandale-on-Hudson, NY

June 2022

Associate of Arts, Liberal Arts

TECHNICAL PROJECTS & PRACTICAL LABS

Active Directory & Virtualization Enterprise Home Lab

- Configured a multi-VM lab environment in Hyper-V featuring Windows Server 2022 (Domain Controller) and Windows 11 Enterprise clients
- Configured Domain Controller (DC-01) with Active Directory Domain Services (AD DS), DNS, and DHCP; authored custom Group Policy Objects (GPOs) for automated software deployment and access control enforcement

LICENSES & CERTIFICATIONS

CompTIA A+

August 2026

Google IT Support Professional Certificate

August 2026

TECHNICAL SKILLS

Directory & Identity: Active Directory, Microsoft Entra ID (Azure AD), Okta, Single Sign-On (SSO), RBAC, Group Policy Management (GPO)

MDM & Endpoint Admin: Microsoft Intune, Apple Business/School Manager, Google Admin Console, macOS, Windows 10/11, ChromeOS

Networking & Infrastructure: TCP/IP, DHCP/DNS, Subnetting, Unmanaged Switches, Patch Panels, Cat5e/6 Cable Termination & Patching, AV Systems, Fiber Optic, Printer & Peripheral Hardware Troubleshooting, Hardware Diagnostics

ITSM & Ticketing: ServiceNow, Jira, Service Desk SLA Management, Asset Management & Tracking

AI-Augmented IT Support: Copilot, ChatGPT — AI-assisted scripting, documentation, and ticket triage

Tools & Technical Stack: Power BI, Microsoft 365, Zoom, Google Workspace, SQL, Python, PowerShell

INTERESTS

Japanese Ceramics, Chadō (Japanese Tea Ceremony), NBA/Knicks, Art History, Consumer Electronics, Home Lab