

# Kavon Sabet

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## EDUCATION

University of Houston-Downtown, Davies College of Business- Houston, TX

*Expected Graduation May 2024*

*Master of Business Administration (Current GPA: 3.85)*

University of Houston, College of Technology- Houston, TX

*December 2020*

*Bachelor of Science, Computer Information Systems (Cumulative GPA: 3.23)*

## RELEVANT EXPERIENCE

Texas Southern University, *IT Technical Support*- Houston, TX

*June 2022- Present*

- Successfully delivered computer and peripheral equipment maintenance, repairs, and servicing for roughly 150 clients on a regular basis.
- Installed and supported client software applications and operating systems on over 2,500 computers and devices.
- Administered user accounts and computer service tags utilizing SCCM for a user base of 750 computers and devices.
- Ensured the operational status of IT-related equipment such as printers and video conferencing systems for 50 conference rooms and office spaces.
- Deployed, set up, and settled technical issues for desktop systems, laptops, workstations, and network in a diverse computing environment, averaging 100 tickets per week.

Toolsman LLC., *IT Administrator*- Houston, TX

*October 2021- October 2022*

- Developed and designed a website for the company featuring details of services offered, contact information, and the ability to schedule appointments.
- Maintained and updated the online website as well as bookings that are placed through the booking system on the website.
- Identify and resolve any website glitches, bugs, or crashes to ensure seamless functionality.
- Generated more than 2,500 organic clicks and appointment bookings by implementing effective advertising strategies and optimizing website placement.

Dell Technologies, *Senior Technical Support Technician*– Round Rock, TX

*August 2021- May 2022*

- Successfully closed 85% of cases with positive survey feedback with top 10% of cases closed per week.
- Provided remote assistance to customers over the phone, effectively diagnosing and resolving their issues.
- Supplied guidance and online maintenance for the customers on the phone.
- Achieved and sustained a customer satisfaction score of 92% for two consecutive quarters.

## SKILLS

- OS: Windows, MacOS, Linux (Ubuntu, GNOME, KDE)
- Software: Adobe Photoshop, Final Cut Pro X, MS Excel (VBA), SCCM
- IDE: Visual Studio, IntelliJ, MS SQL Server, XCode, MySQL, Oracle, Visual Code, MongoDB Compass
- Programming Languages: C++, Python, Java, JavaScript, PHP, SQL, HTML, CSS, R
- Skills: Communication, Customer Service, Teamwork, Organization, Troubleshooting, Digital Media, Database Design
- Languages: English [Native], Persian [Native], Spanish [Intermediate]

## PROJECTS

Project Management & Practice

*August 2020-December 2020*

- Led in a remote collaboration with six fellow students to develop a relational database for a startup event company.
- To accomplish our project goals, we applied project management techniques such as PMI and Agile/Scrum.
- Contributed to the design of the database by assisting in the creation of tables, ERD, data flow diagrams, and data dictionaries.

Database Implementation

*January 2020-March 2020*

- Utilized skills and knowledge in database implementation and administration to create and populate a database.
- Operated Oracle SQL Developer, team generated the database structure and populated it with data that matched the tables specified in the provided ERD.
- Created scripts to manipulate the data within the database through insertion, updating, and deletion operations.
- Efficiently load large amounts of data into the database, we used SQLLDR to bulk-insert the CSV file data.

System Analysis and Design

*January 2019-May 2019*

- Collaborated with a local company to identify areas where they could increase their profits and proposed the creation of a database to help achieve this goal.
- Digitized the client records into Excel spreadsheets as part of this process.
- Facilitated discussions and used leadership skills to organize and delegate tasks using the agile approach.
- Oversaw the creation of queries, forms, and reports that were customized to the company's needs.

## ORGANIZATIONS

- Association of Information Technology Professionals (AITP) – University of Houston Member. (2018-2020)
- Persian Society at UH (PSUH)- University of Houston Member (2016-2020)