

Shiva Kumar

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EDUCATION

Bachelor of Science in Information Technology Georgia Gwinnett College
May, 2025

- Systems and Security concentration
- 3.76 GPA

CERTIFICATIONS

- Amazon Web Services Certification in Cloud Practitioner Nov, 2023
- Cisco Certified Support Technician in Cybersecurity April, 2023
- Information Technology Specialist Certification in Cybersecurity April, 2023
- Information Technology Specialist Certification in Networking Oct, 2022

TECHNICAL SKILLS

- Microsoft Office Suite:** MS Word, MS Excel, MS PowerPoint, MS Access, Active Directory
- Operating Systems:** Windows 10, Windows 11, Linux, MacOS
- Software:** Cisco Packet Tracer, Sure Impact, Oracle VirtualBox, SQL, and AWS Cloud
- Skills:** IP Addressing, Subnetting, DHCP Configuration

EXPERIENCE

Georgia Gwinnett College, Lawrenceville, GA Jan, 2023 – Present
Information Technology Help Desk

- Manage tickets using the SolarWinds ticketing system, ensuring accurate documentation, and tracking of user support requests.
- Provide comprehensive technology support over the phone, handling incoming Helpdesk phone calls per day with a 93% resolution rate, minimizing downtime and ensuring high user satisfaction.
- Troubleshoot and resolve computer login issues, wireless network problems, and software-related issues for faculty, staff, and students.

Georgia Gwinnett College, Lawrenceville, GA Mar, 2023 – May, 2024
Orientation Leader

- Warmly welcomed incoming students and their families during Grizzly Orientations, fostering a positive and inclusive atmosphere for over 100 attendees
- Demonstrated strong leadership by effectively guiding a group of students throughout the campus, ensuring they completed all necessary registration requirements promptly and accurately.
- Served as a knowledgeable resource and role model for new students, offering guidance and referrals to campus services.

SPARC (Internship), Norcross, GA Aug, 2023 – Dec, 2023
Program Associate

- Provided a variety of administrative support to help complete projects on-time and within budget.
- Collaborated in the evaluation of program effectiveness, implementing data-driven improvements.
- Played a pivotal role in IT and database support, utilizing Sure Impact to accurately input client details and associate programs.

EXTRACURRICULAR ACTIVITIES

Student Government Association, Georgia Gwinnett College May, 2024 - Present
Senator of School of Science and Technology

- Advocate the interests of GGC students and foster the development of emerging leaders.