

AHNAF AKIL

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PROFESSIONAL SUMMARY

IT Support Technician and Computer Science student with hands-on experience in technical support, hardware and software troubleshooting, and end-user assistance. Background in help desk operations, system setup, documentation, and cross-functional collaboration. Comfortable working with both technical and non-technical audiences. Currently pursuing a bachelor's in computer science at the University of Michigan–Dearborn with a completed Associate Degree in Computer Information Systems. Seeking opportunities in IT support, help desk, systems administration, or software development where I can apply my technical skills and continue growing.

EXPERIENCE

IT Support Technician

Best Choice Insurance Agency

Jun 2025 – Present

Warren, MI

- Serve as the primary point of contact for all technology issues, troubleshooting hardware, software, and network problems across the office.
- Respond to support requests via phone, email, and in person, logging issues and tracking them through resolution.
- Set up and configure workstations, printers, and peripheral devices for new and existing employees.
- Install, update, and patch software and applications across company machines as needed.
- Manage user accounts including creating logins, adjusting permissions, and handling password resets.
- Document recurring issues, maintain internal knowledge base articles, and suggest process improvements to reduce repeat tickets.
- Communicate technical information clearly to non-technical staff, adjusting explanations based on the audience.

IT Intern

Wayne County Community College District

Jan 2023 – Jun 2025

Detroit, MI

- Provided technical support to students and faculty across multiple campus locations via phone, email, and walk-ins.
- Assisted with hardware setup, software installations, and system imaging for classroom and office environments.
- Supported senior technicians with network monitoring, infrastructure maintenance, and system migration tasks.
- Tracked IT asset inventory, coordinated equipment repairs and replacements, and maintained accurate records.
- Contributed to documentation of standard operating procedures and system configurations.

EDUCATION

Bachelor of Science in Computer Science

University of Michigan–Dearborn

2024 - 2026

Associate of Science in Computer Information Systems

Wayne County Community College

2022 - 2024

PROJECTS

Nexify Travel Agency | nexifyta.com

- Built and maintain a full-featured luxury travel website on GitHub Pages with a custom domain, offering flights, hotels, car rentals, and Hajj/Umrah packages.
- Developed a companion iOS app (SwiftUI, MVVM architecture, 11 Swift files) for internal booking management.
- Designed branding, marketing materials, and a modular affiliate hub for passive revenue generation.

Client Management Tracker

- Designed a SQL/Microsoft Access database for tracking client records, support history, and operational data.

Personal Finance Dashboard

- Developed a React-based web app with persistent storage for tracking household income, expenses, debt payoff, and savings goals.

Smart Azan Automation

- Designing an iOS app using Swift, HomeKit, and AV Foundation to automate daily prayer time announcements on HomePod with dynamic scheduling.

TECHNICAL SKILLS

- **Operating Systems:** Windows 10/11, macOS, iOS, basic Linux
- **Productivity:** Microsoft Office Suite (Word, Excel, Outlook, PowerPoint, Teams)
- **Support & Admin:** Help desk ticketing systems, remote desktop, Active Directory basics, system imaging
- **Networking:** TCP/IP, DNS, DHCP, Wi-Fi troubleshooting, basic network monitoring
- **Hardware:** Workstation setup, printer configuration, peripheral troubleshooting, component replacement
- **Programming:** Python, SQL, JavaScript, Swift/SwiftUI, HTML/CSS, React
- **Dev Tools:** Git/GitHub, VS Code, Xcode, GitHub Pages
- **Design & Data:** Web scraping, data processing pipelines, Canva, SVG/PNG asset creation

CERTIFICATIONS

- CompTIA A+ — Expected 2026
- CompTIA Network+ — Expected 2026

ADDITIONAL

- Bilingual: English (fluent) and Bengali (native).
- Operator of Nexify Travel Agency — a side business demonstrating initiative, project management, and end-to-end execution.
- U.S. work authorized — no sponsorship required.
- Comfortable in fast-paced, team-oriented environments with shifting priorities.