

Asad A. Shaikh

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EDUCATION

The University of Texas at Dallas, Richardson, TX

May 2024

Bachelor of Science in Information Technology and Systems

Awards and Distinctions: Cum Laude Honors and Dean's List

PROFESSIONAL EXPERIENCE

HCA Healthcare, Dallas, TX (Remote)

January 2022 – Present

Associate Client Support Analyst

- Delivered Tier 1 support and troubleshooting for healthcare applications and hardware across all HCA Network facilities, leveraging tools such as Active Directory/ARS, VMware, and Citrix Director to manage accounts, resolve issues, and ensure the high availability and reliability of critical systems.
- Utilized support tools to manage and resolve 200+ support tickets per week, achieving a ~95% satisfaction rate, effectively logging calls into the Incident Management software, ensuring all vital information was captured.
- Remotely troubleshoot issues guiding users through technical tasks step-by-step related to desktops, laptops, peripherals, software, and business applications, reducing average resolution time by 25%.

Nurse Extern (PRN)

August 2019 – May 2021

- Before my industry switch, I was in the healthcare field specifically nursing. This taught me to pay attention to data accuracy and to become adaptable in a fast-paced environment. I am familiar with EHR and EMR systems and HIPPA regulations.

Asian Student Achievement, Evanston, IL (Remote)

January 2024 – June 2024

Technology and Business Development Intern

- Overhauled the website on WordPress, introducing a new design and enhanced navigation; achieved a 24% boost in visitor engagement and a 15% increase in session duration.
- Orchestrated content marketing initiatives that enhanced visibility by ~20% through carefully crafted social media posts and engaging content, resulting in higher audience engagement and stronger online presence.
- Led strategic collaborations with C-suite executives to drive innovation in business development projects, resulting in a 40% increase in new client acquisitions and a 25% boost in revenue growth.

Any Lab Test Now, Irving, TX

June 2021 – December 2021

IT Help Desk Technician

- Provided technical support that resolved ~100% of common issues such as password resets, user account management, internet connectivity, CPU performance optimization, and hardware connectivity resulting in improved customer retention rates.
- Efficiently managed 10+ daily customer IT queries across multiple channels.
- Mentored and led 5 staff members in specialized training workshops, diminishing routine inquiries, thereby boosting lab staff productivity, and streamlining operations.

PROJECTS

- Business Policy and Strategy Consulting Capstone, Project Manager** – Conducted a competitive analysis for TripBam, a leading travel management platform, evaluating key competitors in the U.S. and Europe market. Utilized market research to create a SWOT analysis.
- Shopify Platform Enhancement** – Developed an app prototype to demonstrate key functionalities, utilizing interactive UI components for a dynamic presentation of the app's capabilities. Applied core UML principles to construct essential modeling diagrams, including Use Case and Context diagrams, to outline system processes.

SKILLS

- Technical Skills:** Tableau, Power BI, Lucidchart, Eclipse, Jupyter Notebook, WordPress, Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Google Workspace (Docs, Sheets, Slides, Calendar, Drive)
- Programming Languages:** Java, Python, R, SQL, HTML, CSS, JavaScript
- Certifications:** Google Data Analytics, CompTIA Security+ (in progress)