Aman Bhatt

Chicago, IL | P: +1 3313048761 | Amanbhatt714@gmail.com | GitHub | Amanbhatt.com

EDUCATION

DEPAUL UNIVERSITY   Chicago, IL
Bachelor of Science in CS
Major in Computer Science; Minors in Data Science and Software Development
Cumulative GPA: 3.68/4.0 (Cum Laude); Major GPA: 3.88/4.0; Dean's List 2021-2025

TECHNICAL SKILLS

Operating Systems & Tools: Windows 7–11, macOS, Linux (Ubuntu/CentOS); Microsoft 365 (Word, Excel, PowerPoint, Teams), Google Workspace; Active Directory, Intune, Azure Portal, Citrix Workspace, DUO MFA, VPN, DNS, DHCP, RDP, Webex, TeamViewer, Zoom
Support & Implementation: Device imaging, system setup, technical documentation, onboarding, remote support, certificate management (exposure), security-first troubleshooting, application testing
Programming & Development: Python, Java, JavaScript, C, SQL, Bash, Shell, REST APIs, Flask, Django, Git, YAML, JSON
Cloud & Platforms: Docker, Azure, AWS EC2 (basic), Microsoft Graph, ServiceNow, Smartsheet, Jira, Confluence, Salesforce (familiar)
Data & Reporting: Excel (PivotTables, VLOOKUP, Power Query), CSV/XML/JSON handling, data transformation, Tableau (learning), log parsing
Soft Skills: Team collaboration, stakeholder communication, executive support, problem-solving, documentation, time management
Currently Self-Learning: Microsoft 365 Certified: Fundamentals, Microsoft Modern Desktop Administrator (MD-102)

WORK EXPERIENCE

DEPAUL UNIVERSITY - COLLEGE OF COMPUTING AND DIGITAL MEDIA   Chicago, IL
IT Support & User Support Technician (Tier 1–2)   *Oct 2022 – June 2025*
- Delivered Tier 1–2 support for 500+ users (Windows, macOS, Linux)
- Configured devices, handled remote desktop issues, VPN, and DNS support
- Authored internal knowledge base docs to reduce ticket volume
- Led student support team and improved ticket turnaround efficiency

KASHIV BIOSCIENCE   Chicago, IL
Technology Implementation & User Support Intern   *June 2024 – Sep 2024*
- Supported rollout of cloud-based platforms for regulated pharma workflows
- Created onboarding playbooks, security access configurations, and SOPs
- Analyzed user behavior data to guide platform improvements
- Collaborated with QA, IT, and support teams to resolve onboarding issues

IAMI AUTHENTICATION LLC.   (Remote) Toronto, CA
Software Engineering Intern   *June 2023 – Sep 2023*
- Supported SaaS platform implementation and post-sale customer success efforts, focusing on authentication and integration.
- Conducted dashboard testing and coordinated feature rollouts
- Used Jira and Confluence to manage client issues and documentation
- Created product walkthroughs and release documentation

UNIVERSITY PROJECTS

UNIVERSE - Student Housing Finder (Capstone Project)   Jan 2025
- *Led a 5-person team to create a full-stack housing platform for roommate matching with Stripe payments and UX matching. Led project documentation, design iteration reviews, and demo presentations*
- ***Technologies Used*** *: Python, HTML, CSS, JavaScript, Django, PostgreSQL, Docker, NGINX, Stripe API*

Breast Cancer Detection Model   Dec 2024
- *Built a predictive model in R for healthcare diagnosis, with stakeholder-friendly reporting visualizations*
- ***Technologies Used*** *: R, RStudio, data analysis, data cleaning, data modeling, visualization*

Speech-to-Speech Translation Tool
- *Live speech-to-text and translation via Google Cloud APIs*
- ***Technologies Used:*** *Python, Flask, Docker, GCP, Unix*