

Mark Hanna

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Education

University of Massachusetts Boston, Boston, MA

05/2026

Bachelor of Science: Information Technology

GPA: 3.7

Relevant Coursework

Relational Databases, Scripting, Ethic in Computing, Computer Forensics, Project Management, System Administration, Analytics, Web Fluency, Network Security

Technical Skills

- **Skills:** Object-Oriented Programming, Scripting/Automation, Voice/SMS Applications, Linux/Unix Application Development, .NET Application Development, SQL, Linux Networking and Penetration Testing Tools, Algorithm Development, Java, JavaScript, Python, CSS, C#. Microsoft Office --- (Project, Word, Excel, PowerPoint, Access, Web Expression, Visio)
- **Web Technologies:** Flask Web Framework, Selenium WebDriver (testing, web-automation), REST API Development, Web Application and Back-end Development, TestNG, Protractor, Jenkin, Cucumber, JIRA, Maven, Git, GitHub, JUnit, MS SQL
- **Operating Systems:** Windows 7, 2000, XP, Vista, 10, 10/S, windows 11, Mac OS, Linux/Unix
- **Development Tools:** PyCharm, Sublime Text, Idle, Visual Studio, Console/Terminal, ERD Plus, ERP, Tableau, Dynamics, VMware Workstation Pro

Related Course Projects

University of Massachusetts Boston, Boston, MA

Ubuntu Server, Installation of Ubuntu Server on a Virtual Machine

09/2023 – 12/2023

- Create a new virtual machine and install Ubuntu 18.04 LTS Server
- Rewrite packets that go out via router with single spoof MAC address and rewrite the destination MAC addresses

DFS, Administering and Levering a Distributed File System

01/2024 – 05/2024

- Implemented a distributed file system in a Linux environment, using the NFS (Network File System) protocol
- Related how files tied directly into other user concerns – such as authentication and distributing updates

Professional Experience

University of Massachusetts Boston, Boston, MA

09/2023 – Present

IT Help Desk

- Greet students and create tickets for any IT issues
- Troubleshoot student IT issues including laptop and internet problems in a timely manner

Skills

- Languages: Fluent in Arabic
- Computer: Microsoft Office Suite, Google Suite, Microsoft Word, Excel, Power Point Social Media
- Other: Time management, leadership and Teamwork, Critical thinking and problem solving.

Past Job Experience

Shift Leader Supervisors, Global Partners, Wellesley

2021 – Present

- Handle cash
- Management a team of 15 employees
- Ensure the satisfaction of the customers.
- Noticing products out of stock and order them

Cashier, Savers / Value Village Framingham

2019 – 2021

- Customer service
- Handle cash
- Responsible maintaining a clean and stocked sales floor
- Receiving products