SAIM MAHMUD

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EDUCATION

SUNY Buffalo State University
Master of Science in Data Science and Analytics, Expected May 2026
Bachelor of Science in Computer Information System, May 2025

SKILLS & OTHERS

- **Software & Programming Language:** Microsoft word, Excel, Google Doc, C++, Python, CSS, HTML, SQL, Tableau
- **IT & Technical Knowledge**: Algorithm, Data Structure, Desktop Support, System Configuration, Troubleshooting, Imaging, Remote Assistance
- **Certification**: Programming for Everybody (Getting started with Python), University of Michigan, 12/01/23, Service-Learning Engagement, Buffalo State University, 05/01/24

WORK EXPERIENCE

SUNY Buffalo State University, August 2024- May 2025
Information Technology Technician,

- Collaborated with cross-functional teams to deploy 100+ workstations, contributing to efficient operations.
- Authored user-centric troubleshooting guides that reduced response times by 60%.
- Resolved complex IT issues and managed high-pressure technical support, enhancing problem-solving and client-facing skills.

Farmers Insurance, September 2023- August 2024
Insurance Agent

- Implemented a client follow-up strategy, boosting policy retention rates by 25% in six months.
- Analyzed client needs and tailored coverage plans, leading to a 20% increase in customer satisfaction.
- Developed an inventory tracking system, reducing equipment loss incidents by 30% and ensuring optimal resource availability.

PROJECTS DESIGNED ON

Python Project: Data Analysis of 311 Service Requests in Buffalo- CIS 461: Python Programming, August 2024- November 2024
- Evaluated Buffalo's 311 service requests dataset using Python to identify the most commonly reported issues.
- Processed 5,000+ service requests using Pandas for accurate cleaning and trend categorization.
- Designed and produced visualizations with Matplotlib to illustrate trends in service requests and average response times.

System Analysis Project: On the Spot Courier Service - CIS 370: System Analysis, January 2024- May 2024
- Enhanced business requirements and analyzed system models, achieving a 30% improvement in delivery efficiency.
- Created modules for account management and logistics, reducing manual input errors by 25% and optimizing accuracy.

Service-Learning Project: Cybersecurity & Programming- CIS 388: Service Learning in Computing, January 2024-May 2024
- Facilitated hands-on workshops in basic programming and cybersecurity for more than 20 high school students, enhancing both engagement levels and foundational tech skills essential for future career paths.
- Conducted 15 weekly mentoring sessions for high school students, facilitating hands-on technical skills development through project-based learning and engaging activities that improved student participation by over 30%.

CO-CURRICULAR ACTIVITIES

Bengal Tech Club, August 2024-present

- Created engaging content for weekly club meetings that increased attendance rates by 40%, creating a vibrant learning environment focused on collaboration and peer mentorship within the tech club.

Volunteer, Buffalo Sports Association, May 2023-present
- Planned and executed three successful cricket tournaments within a year, achieving an increase in player registration by more than 40%, while facilitating post-match social activities to strengthen team camaraderie.