



Ali Boraqi

CONTACT

(510) 904 – 2453
aliboraqi@outlook.com
Emeryville, CA
[linkedin.com/in/aliboraqi](https://www.linkedin.com/in/aliboraqi)
<https://aliboraqi.github.io>

CERTIFICATION

Google IT Support Professional
(2023)

TECHNICAL SKILLS

Operating Systems



Computer Networking



System Integration/Testing



Troubleshooting



MSP Ticketing System



RELEVANT SKILLS

Customer Support



Communication



Problem Solving



Leadership



Attention to Detail



ABOUT ME

Dedicated customer-focused professional with experience in providing excellent customer service. Having honed my communication and problem-solving skills in this field over the past ten years, I am now eager to transition into the Information Technology role. I recently completed Google IT Support Professional Certificate, which equipped me with a strong foundation in areas such as installing operating systems, networking, system administration and security, and troubleshooting. I am looking forward to applying my knowledge and skills in a dynamic and challenging environment, where I can continue to learn and grow in my career.



EDUCATION

- 05/2021 **B.S. in Business Information Systems - SAN FRANCISCO STATE UNIVERSITY, CA**
- 05/2019 **Associate of Business Administration, Accounting - BERKELEY CITY COLLEGE**



SCHOOL PROJECTS

- 05/2021 **Built an Automated Irrigation System using Raspberry Pi**
 - Designed and developed an automated irrigation system prototype that utilizes a range of sensors including soil moisture, temperature, and humidity to gather real-time data, enabling the system to dynamically adjust irrigation schedules as needed.
 - Captured Wireshark protocol packets to perform network hierarchy analysis.
- 05/2020 **Developed VPN Server Deployed on AWS Cloud Platform**
 - Developed a VPN server hosted on AWS and implemented SSL/TLS certificates for secure client authentication and data encryption.
 - Conducted regular performance tests and optimization to ensure efficient VPN operations.
 - Documented network diagrams, configurations, and troubleshooting procedures.



RELEVANT WORK EXPERIENCE

- 2017 - 2021 **Senior Member Service Representative – Patelco – Berkeley, CA**

Provided exceptional customer service, processed transactions, handled account and loan services, troubleshooted online and mobile banking, managed ticketing system and documented interactions.
- 2014 - 2015 **Branch Service Specialist – Union Bank – San Diego, CA**

Processed transactions accurately, balanced cash deposits error-free, and increased banking knowledge through training participation.
- 2009 - 2014 **Branch Lead Teller – Wells Fargo – Oakland, CA**

Managed Tellers' performance, assisted with reconciliations and fraud prevention, communicated operational changes, ensured policy compliance, and supported teller scheduling and policy enforcement.