

Shaharia Samik

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U.S. Citizen | Eligible to Obtain Security Clearance

PROFESSIONAL SUMMARY

Computer Science graduate with 6+ years of customer-facing experience and a strong technical foundation in Windows troubleshooting, Active Directory, TCP/IP, DNS/DHCP, and remote support tools, built through coursework, self-study, and client work as a co-founder of a software company. Excellent written and verbal communicator, comfortable explaining technical issues to non-technical users, documenting solutions clearly, and staying calm under pressure. Currently pursuing CompTIA A+.

EDUCATION

George Mason University | Fairfax, VA

May 2026

B.S. in Computer Science

- **Relevant Courses:** Operating Systems, Database Concepts, Network Systems, Object-Oriented Programming
- **Honors:** Dean's List
- **CompTIA A+** in progress

TECHNICAL SKILLS

- **IT Support:** Windows desktop troubleshooting, ADUC, **ServiceNow** ticketing, TCP/IP and DNS/DHCP fundamentals, IAM fundamentals, remote access support (**AnyDesk**), Windows Server basics
- **Troubleshooting:** Desktop hardware & software, Wi-Fi/connectivity diagnostics, memory issues, macOS basics
- **Microsoft 365 & Google Workspace:** Word, Excel, Outlook, SharePoint, Teams, Google Docs/Sheets
- **Programming & Tools:** Linux/Unix CLI, SQL, Java, Python, C, Git/GitHub, GDB

RELEVANT EXPERIENCE

Software Engineer & Client Liaison | Entim Labs LLC (Co-Founder)

Jan. 2025 - Present

- Serve as the main technical point of contact for clients, troubleshooting issues and explaining fixes in plain language.
- Build and maintain client websites and web applications as a **full software engineer**, working as the sole engineer on several projects.
- Test and validate production web apps, catching and fixing issues before deployment.
- Meet with clients to gather requirements and turn business needs into working technical solutions.

Auto Salesperson | Auto Giants Mitsubishi

Jun. 2026 - Present

- Managed a CRM database of **200+** clients, maintaining accurate and organized customer records.
- Maintained **confidential** client information with strong attention to accuracy and data integrity.
- Handled multiple customer requests at once by phone, text, email, and in-person interactions professionally.

Shift Lead / Server | The Cheesecake Factory

Mar. 2022 - May 2026

- Verified order accuracy and processed transactions in a high-volume environment, catching and correcting errors before they reached the customer.
- Communicated clearly with customers and team members to resolve issues quickly and prevent errors under time pressure.

PROJECTS

RSA Encryption & Digital Signature Lab - Python | [GitHub](#)

- Implemented RSA encryption and decryption in Python from the ground up to understand how data is protected in transit.
- Built digital signing and verification, and showed that changing a message or corrupting a signature causes verification to fail, demonstrating how integrity and authenticity are protected.