Adnan Islam

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TECHNICAL SKILLS

Technical Support & Help Desk: Tier 1/2/3 troubleshooting, remote support, ticketing systems, hardware diagnostics, software installation, end-user support, customer service
Identity & Access Management: Microsoft 365 Admin Center, Azure Active Directory/MFA, credential management, access authorization, onboarding/offboarding
Networking & Security: Network configuration, Wi-Fi/router/VPN troubleshooting, malware remediation, endpoint security, data backup and recovery
Languages: Python, JavaScript (React, Next.js), C++, Java, Bash, SQL, HTML, CSS
Tools & Platforms: Git, GitHub, VS Code, Vercel, Cloudflare, Azure, ServiceNow

EXPERIENCE

TD Bank - Corporate HQ, New York, NY

IT Operations Analyst III | July 2026 - Present

- Built automations and internal applications that streamlined IT support for teams nationwide, cutting resolution times by over 25%.
- Deliver Tier 2/3 break-fix support and IT administration for enterprise hardware and software, diagnosing and resolving end-user technical issues via remote access to minimize downtime.
- Manage executive onboarding end to end, including Active Directory provisioning, access control, and system configuration.
- Author troubleshooting guides and documentation for new bugs and recurring issues, building a knowledge base that speeds resolution across the IT team.

Best Buy/Geek Squad - New York, NY

Geek Squad Senior - Technical Support Lead | Aug 2024 – July 2026

- Led and mentored a team of 5 agents, owning performance, training, and escalation workflows across the full service queue; reduced service turnaround time by 30% and improved team efficiency by 15% through process redesign.
- Administered employee identities and access via Microsoft 365 Admin Center and Active Directory, and managed full onboarding/offboarding workflows including credential provisioning, security group assignments, and deprovisioning.

Geek Squad Agent - Technical Support Specialist | April 2021 – Aug 2024

- Diagnosed and remediated malware, ransomware, and security vulnerabilities across client devices, restoring system integrity and reinforcing endpoint security best practices.
- Configured and troubleshot network connectivity, including Wi-Fi, routers, and VPN setups, to resolve connectivity issues across home and small business environments.

PROJECTS

Automated Parking Detector (Personal Project – *Python & OpenCV*)

- Built a real-time computer vision pipeline using OpenCV and supervised learning to classify parking occupancy from a live Raspberry Pi feed; integrated a threat-detection module that reduced false positives by 30%; deployed via a local Flask web app for live monitoring and queue management.

Full Stack Restaurant Website – madinahalal.vercel.app (JavaScript, Next.js, React)

- Developed and shipped a production full-stack website for a client's restaurant business using Next.js and React with server side rendering, dynamic routing, and responsive components, collaborating directly with the client through the full design and build cycle.

Donation Foundation – donation-foundation.vercel.app (*JavaScript, React, Vite, Express*)

- Developed a full-stack donation platform using React to support secure online fundraising while integrating Stripe Checkout and backend payment APIs to process online donations and handle transaction workflows securely.

EDUCATION

CUNY Lehman College - Bronx, NY | May 2026
Bachelor of Computer Science | GPA: 3.95/4.0