Ismail Nasiri
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EDUCATION

Bachelor of Science, Management Information Systems   May 2026
San Jose State University, San Jose, Ca
- Network Security (Security+), Object Oriented Programming Using C++, Managerial Accounting

PROJECT EXPERIENCE

Risk Assessment and Mitigation, CNET 170   January 2024 - May 2024
- Analyzed identified vulnerabilities to determine potential impact and likelihood, prioritizing risks based on potential harm to the organization.
- Engaged in developing and refining incident response plans to quickly address and manage security breaches or incidents.
- Documented risk assessment findings, mitigation actions taken, and ongoing risk management efforts; prepared reports to ensure transparency and informed decision-making.

Structured Programming, CS 102   August 2022 - December 2022
- Developed problem-solving skills through hands-on projects using C. Designed and implemented algorithms to solve complex problems, including sorting and searching algorithms, demonstrating proficiency in structured procedural programming.
- Produced comprehensive documentation for projects, including 20+ code comments, design notes, and usage instructions. Ensured code clarity and facilitated future maintenance and development.
- Presented in peer reviews and collaborative projects, providing feedback and sharing best practices in C programming to enhance group problem-solving efforts.

WORK EXPERIENCE

Service and Operations Specialist, Taco Bell, Fremont, California   March 2021 - August 2021
- Customer Service, Displayed friendly and efficient service to an average of 50 customers per shift, addressing needs and concerns. Delivered a 85% satisfaction rate based on customer feedback, demonstrating strong interpersonal and problem-solving skills.
- Cash Handling & Record-Keeping, Processed 50 transactions per day with 100% accuracy operating the POS system. Managed daily cash flow of approximately $150, maintaining precise records and ensuring financial accountability.
- Team Collaboration & Adaptability, Collaborated with a team of 20 members to ensure smooth operations during peak hours, handling up to 75% increase in customer volume. Adapted quickly to changing tasks and responsibilities, showcasing flexibility and teamwork critical for agile project management in tech.

PreLoad Supervisor, The UPS Store, Fremont, California   December 2017 - August 2018
- Guided over 100 customers per week with packaging, labeling, and shipping items accurately and efficiently. Ensure packages are processed, tracked, and handed off to carriers promptly.
- Identified inefficiencies in loading process and implemented procedural changes, decreased average loading time by 15 minutes per shift. Initiated a new tracking system, improved package accuracy by 30%.
- Addressed and resolved an average of 15 customer inquiries and complaints per week regarding shipping and delivery issues. Enhanced customer satisfaction scores through effective problem resolution and personalized service.

SKILLS
- Effective in assembling, troubleshooting, and maintaining desktop and laptop hardware.
- Foster open communication, with the ability to build positive rapport.