Shaun Siby

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**CAREER FOCUS**

Results-oriented and proactive individual with a strong passion for technology and applying problem-solving skills to implement workable solutions. Employs sound judgment when encountering challenges and plans appropriate strategies to achieve results. Adept at leveraging strategic thinking and leadership to drive organizational success, improve infrastructure, and maximize profitability.

**EDUCATION**

**THE UNIVERSITY OF TOLEDO,**Toledo, Ohio

* Bachelor in Business Administration in Information Systems Graduation: **August 2025**
* Major: Information Systems | Minor: International Business

**professional Experience**

**THE UNIVERSITY OF TOLEDO,**Toledo, Ohio

**IT Consultant | College of Business and Innovation October 2021 to Present**

* Spearhead proactive technical support for a dynamic community of 2,100 students and a faculty of more than 100 members, resulting in seamless operations and superior user experience.
* Diagnose and resolve technical issues within the department, which resulted in minimizing downtime by 20% and maximizing productivity.
* Implement and manage robust backup solutions to safeguard data integrity.
* Monitor classroom technology to maintain and create an optimal learning environment.

**INDIAN STUDENTS’ CULTURAL ORGANIZATION, The University of Toledo,** Toledo, Ohio

**Vice President July 2023 to December 2024**

* Led the treasury along with event management and the marketing teams to foster a culture of collaboration and innovation.
* Liaised between students and management to ensure student voices were heard and initiatives aligned with community needs.
* Organized large-scale cultural events, enhancing cross-cultural awareness within the university.
* Developed strategic partnerships with external sponsors to expand the organization’s reach and impact.

**MIRACLE LEARNING SOLUTIONS,** Bangalore, India

**IT Administrative Assistant June 2017 to August 2017**

* Provided exceptional customer service and technical support in a fast-paced cybercafé, which ensured smooth daily operations.
* Assisted users with internet access, troubleshooting, and technical issues to enhance their experience.
* Supported document processing and online services for streamlining workflow and efficiency.

**CERTICATIONS AND TECHNICAL SKILLS**

**CERTIFICATIONS** **- Foundations of Google Project Management by Google**

**Google Advanced Data Analytics** (in progress)

**TECHNICAL SKILLS - Data Analytics & Programming:** Python, SQL, Data Visualization

**Business & IT Tools:** SAP, Microsoft Excel, Access, Visio, Project

**Networking & Security:** CISCO Packet Tracer, IT Support, Troubleshooting

**Multimedia & Design:** Adobe Photoshop, Premiere Pro, Lightroom