

Mujtaba Al-Dhumani

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SUMMARY

Management Information Systems student at Penn State Behrend with hands-on experience in IT troubleshooting, systems support, and homelab projects. Skilled in problem-solving, technical communication, and coordinating workflows across teams. Demonstrated ability to apply technology to improve efficiency in professional, volunteer, and project settings. Seeking an IT internship to further develop technical expertise and contribute to business-technology solutions.

EDUCATION

Penn State Behrend

Erie, Pennsylvania
Expected Dec 2027.

Completing Bachelor of Science in Management Information Systems

EXPERIENCE

Erie Insurance (through Akkodis)

Erie, Pennsylvania
March 2025 – October 2025

Print Operations Technician

- Operate and monitor enterprise print workflows across 7 large-scale Xerox production printers, managing over 500,000 sheets per shift through networked PCs and servers.
- Troubleshoot hardware/software issues (printer jams, part replacements, system resets, login/update errors), escalating to internal IT staff or Xerox technicians when necessary to minimize downtime.
- Prioritize and distribute print jobs from the central server based on deadlines and department needs, coordinating with staff via Microsoft Teams and Outlook to ensure timely delivery of business-critical documents.

Islamic Center of Erie

Erie, Pennsylvania
June 2014 – Present

Volunteer

- Offered technical support and troubleshooting for event technology, enhancing operational efficiency for community events.
- Managed logistics for large-scale gatherings of 100+ attendees, ensuring seamless event execution and reducing setup time by 50%.

Allied Universal – Saint Vincent Hospital

Erie, Pennsylvania
October 2023 – November 2024

Security Officer

- Provided IT support for office operations by troubleshooting security camera system logins, resolving printer malfunctions, and handling technical inquiries, ensuring uninterrupted daily operation.

PROJECTS

- **Home NAS Setup with TrueNAS** – Deployed home network storage system for centralized file management.
- **Network-Wide Ad Blocker (Pi-hole)** – Configured DNS-based filtering to block intrusive ads network-wide.
- **Media Server with Jellyfin** – Implemented self-hosted streaming service with multi-device access.
- **Custom PC Build** – Researched and built budget-conscious PC optimized for homelab performance.

TECHNICAL SKILLS

Operating Systems & Tools: Windows, Linux, Microsoft Office Suite (Excel, Word, PowerPoint, Access)

Programming & Systems: IT troubleshooting, C++, printer & network support, SQL (beginner), basic server administration

Homelab & Hardware: PC building, virtualization basics, system configuration