

Muntarin Choudhury

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WORK EXPERIENCE

Phillips & Cohen Associates

Telephony System Administrator

Feb 2022 – Present

- Administer and maintain enterprise telephony systems, including VoIP infrastructure.
- Managed user accounts, extensions, and phone provisioning through centralized call management platforms.
- Collaborated with IT and network teams to optimize QoS, bandwidth utilization, and security for voice traffic.
- Responded to and resolved support tickets related to telephony services, minimizing downtime and improving user satisfaction.
- Conducted system audits, maintained accurate documentation, and implemented best practices for compliance and standardization.

Curative

Covid Testing Site Manager

May 2021 – Jan 2022

- Oversaw daily operations of high-volume Covid-19 testing site, ensuring compliance with health and safety protocols.
- Managed staffing schedules, trained personnel on testing procedures, PPE usage, and data collection protocols.
- Coordinated logistics including supply chain management, site setup, traffic flow, and test kit inventory.
- Monitored site performance, implemented process improvements, and resolved operational challenges in real-time.

Hologic

IT Manager

Jan 2020 – Sept 2020

- Led all IT operations across multiple departments, including R&D, manufacturing, clinical, and commercial units, ensuring high availability of business-critical systems.
- Sole onsite provider of technical support to 200+ users in a hybrid cloud/on-prem environment.
- Managed IT budgets and vendor contracts, ensuring cost-effective procurement of hardware, software, and services while maintaining service quality.
- Developed and maintained knowledge base articles and SOPs, improving first-level support resolution by 35% and onboarding efficiency for new technicians.

BlackRock

Desktop Support Technician/Windows 10 Migration Project

Dec 2019 – Jan 2020

- Led the successful migration of over 2,500 endpoints from Windows 7/8 to Windows 10 across multiple departments, completing the project 3 weeks ahead of schedule.
- Trained support staff and end users on Windows 10 features and changes, reducing post-migration support tickets by 30%.
- Performed hands-on troubleshooting and post-migration support, achieving a 95% first-time success rate and high user satisfaction scores.

EDUCATION

Bachelor of Science, Honors – Public Health

Rutgers University