

# Maliya Duggan

Greater Boston Area \* [maliyaduggan@gmail.com](mailto:maliyaduggan@gmail.com) \* (978) 995-1302

## EXPERIENCE

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### **Part Time Web Developer, RegDOX Solutions** **11/2021 - 06/2022**

*Developing new site layouts and improving web management*

- Recognized, reported, and reduced malicious web traffic on company website resulting in the addition of a firewall on the site
- Monitored and managed website backups
- Assisted and collaborated with marketing executives to improve company site

### **Customer Support Intern, RegDOX Solutions** **11/2021 - 06/2022**

*Assisting customers with application troubleshooting a cloud-based data solution*

- Provided reliable online support to customers needing assistance using a ticketing system
- Swiftly communicated and resolved customer issues using email and a chat-based service accessed through the company website

### **Regional High School Tutor** **2018 - 2022**

*Teaching and improving math and science skills*

- Assisted students with various levels of Mathematics and Science including College level, AP, and Honors

## TECHNOLOGY AND ADDITIONAL SKILLS

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**HTML, CSS, SEO, IT, Visual Studio, Visual Basic, MS Office, MS Access, Google Docs, C#, Java, JavaScript, WordPress, Adobe Photoshop, Adobe Illustrator, Unity, SQL, Python, AWS, WinSCP, PuTTY, Zoho**

## CERTIFICATIONS

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|--|---------------|
| • AWS - Cloud Foundations                          | May 2022      |
| • MTA - HTML5 Application Development Fundamentals | May 2022      |
| • OSHA - 10-Hour General Industry                  | December 2020 |
| • CodeHS - Introduction to SQL                     | June 2020     |
| • CompTIA - IT Fundamentals                        | March 2020    |
| • MTA - Introduction to HTML and CSS               | May 2019      |

## EDUCATION

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### **Greater Lowell Technical High School** **08/2018 - 05/2022**

*Program: Information Technology Services*

GPA: 4.0+

### **Quincy College** **08/2019 - 05/2020**

*General Chemistry I and Lab*

## ACTIVITIES

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### **SkillsUSA** **2019 - Present**

Gold Medalist in 2022 District Competition - Web Design

Bronze Medalist in 2021 District Competition - Web Design

Silver Medalist in 2020 District Competition - Web Design

### **National Technical Honor Society** **2020 - 2022**

### **National Honor Society** **2020 - 2022**

### **Incoming Freshman Welcome Program** **Summer 2021**

Worked with incoming students to build and create projects centered around the school's core values (Respect, Effort, Accountability, Commitment, and Honesty) over a 3-week period.