

SIAM HOQUE

TECHNOLOGY ANALYST | IT & APPLICATION SUPPORT

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PROFESSIONAL SUMMARY

Technology Analyst at Florida Realtors since 2021, with a B.S. in Computer Programming & Information Systems. Experience in remote support and user training; developing Python, web, and AI API skills through projects and coursework.

TECHNICAL SKILLS

IT support: Windows, macOS, hardware and software troubleshooting, browser support, networking fundamentals, remote assistance, technical documentation, user training

Professional tools: Salesforce, Form Simplicity, My Contact Center, TeamViewer

Development / projects: HTML, CSS, JavaScript, Three.js, Bootstrap, jQuery; Python

Additional programming / database knowledge: Java, SQL, MongoDB

PROFESSIONAL EXPERIENCE

Technology Analyst | Florida Realtors

July 2021 - Present

- Diagnose computer, software, browser, networking, and account issues for real estate professionals; explain troubleshooting steps in clear, practical language.
- Provide remote support for Windows and macOS devices, perform performance checks, and document issues and troubleshooting steps in Salesforce.
- Train new employees on support workflows and explain technical steps to non-technical customers.
- Provide on-site customer support and technology booth setup at Florida Realtors conventions and expos.

Information Desk Assistant | Farmingdale State College

December 2018 - June 2020

- Support audiovisual equipment for campus meetings and events, including preventive maintenance.
- Guide visitors to campus buildings, meeting rooms, and events; respond to information requests.

SELECTED PROJECTS

Lanebreak | JavaScript, HTML, CSS | In development

Developing a browser-based strategy card game with three lanes, six turns, energy management, interactive card placement, and lane scoring.

Handy Hire | Senior Group Project | September - December 2020

Designed a freelancer interface for accounts and appointment management; created ER, data-flow, and context diagrams and project documentation within an Agile/Scrum team.

EDUCATION

B.S., Computer Programming & Information Systems | 2020

Farmingdale State College | Farmingdale, NY

COURSES & CONTINUED LEARNING

Codédex - The Legend of Python | Completed May 3, 2026

Python fundamentals; two expert-reviewed projects.

DataCamp - Associate AI Engineer for Developers | In progress

Completed: Working with the OpenAI API; Prompt Engineering with the OpenAI API.

Guided project: Planning a Trip to Paris with the OpenAI API.