

SYED MIRAJ ALI

IT Support Technician | Desktop Support | Help Desk | Data Center Technician

Warren, MI | (586) 675-3160 | getmiraj@gmail.com | linkedin.com/in/syedmiraj | syedmiraj.com | Authorized to work in the U.S.

SUMMARY

IT support and hardware troubleshooting professional with a Computer Science background, hands-on device repair experience, and current Amazon robotics floor support exposure. Skilled in Windows/macOS support, peripheral troubleshooting, ticket-style escalation, documentation, RDP, Jira, ServiceNow, Microsoft 365, Google Workspace, and basic networking. Strong fit for IT support, desktop support, hardware technician, and data center technician roles; CompTIA A+ expected 2026.

TECHNICAL SKILLS

Operating Systems: Windows 10/11 Pro, macOS, Linux (Ubuntu), iOS, Android

Hardware & Repair: PC/laptop assembly, mobile device repair, component-level repair, microsoldering, RF scanner, label printer & workstation peripheral troubleshooting

Networking: TCP/IP, DNS, DHCP, VPN, LAN/WAN fundamentals, Wi-Fi troubleshooting, basic firewall concepts

Support Tools: Remote Desktop (RDP), TeamViewer, ServiceNow, Jira, Microsoft 365, Google Workspace, IT asset tracking

Robotics & Infrastructure: Amazon robotics floor support (SRBRS-certified), AMR fault detection support, approved system recovery, asset status tracking, incident escalation

Methodologies: ITIL principles, Lean Six Sigma (5S, root cause analysis), SLA awareness, technical documentation

PROFESSIONAL EXPERIENCE

Warehouse Associate | Robotics Floor Support — Amazon Robotics Center, Detroit, MI

Dec 2025 – Present

Robotics Floor Support | IT-Adjacent Hardware & Systems Support | AFM | FAST & UP Certified

- Troubleshoot AMR fault conditions in real time on Amazon's robotics floor; perform approved recovery steps including power cycling, resets, sensor cleaning, and basic hardware reconfiguration under SRBRS safety protocol.
- Track in-service/out-of-service asset status and escalate incidents using handheld radios and Amazon-issued Kindle/tablet devices for real-time coordination with operations and maintenance teams.
- Recognized for Top 1% data accuracy and throughput company-wide in warehouse management systems, resolving inventory discrepancies across thousands of SKUs with 99.9% precision.
- Diagnose and resolve issues with RF scanners, label printers, and workstation terminals through structured fault isolation and escalation when needed.
- Apply 5S, documentation, and root-cause thinking to recurring workflow and system issues while sustaining 30%+ above productivity targets.

Mobile Systems Technician — iFix, Warren, MI

Aug 2024 – Mar 2025

- Performed Tier 1 & 2 hardware diagnostics and repair on iOS and Android devices — screen replacement, microsoldering, battery and port servicing — with a 95% same-day resolution rate.
- Managed full repair workflow end-to-end - intake, diagnosis, parts procurement, QA testing, repair notes, and handoff - with zero rework incidents.
- Maintained accurate parts inventory records and communicated technical findings clearly to non-technical customers.

UI/UX Designer & Technical Lead — StaffMerge / Ofspace.co, Remote

Oct 2018 – Jul 2023

- Led a remote team of 6 UI/UX designers for enterprise software clients across the US and UK, managing Agile sprints via Jira and client-facing reporting.
- Directed end-to-end design workflows — research, wireframing, prototyping — and authored SOPs and workflow standards that improved user engagement by 30%.

EDUCATION

B.S. — Computer Science & Engineering — Royal University of Dhaka, Bangladesh

2016

CERTIFICATIONS & TRAINING

CompTIA A+ (220-1101 & 220-1102) — CompTIA

Expected — 2026

IT Infrastructure & Data Center Technician — Correlation One / Amazon Career Choice

Starting Jul 27, 2026

Amazon Robotics — FAST & UP Certified — Autonomous Robot Fault Detection & Equipment Recovery

Certified — 2026

Lean Six Sigma White Belt — Council for Six Sigma Certification

Certified — 2026

Foundations of UX Design — Google / Coursera

Completed — 2020