Behnam Ardakanian

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PROFESSIONAL SUMMARY

MBA candidate with a B.S. in Computer Information Systems and enterprise cloud support experience at Amazon Web Services. Combines cloud troubleshooting, Python and AI-assisted development, business analysis, and stakeholder communication to connect technical work to customer and business outcomes. Experienced partnering with Technical Account Managers, engineers, and executives on business-critical customer issues.

EDUCATION

California State University, Chico, College of Business Expected December 2026
Master of Business Administration (AACSB Accredited)

California State University, Chico 2023
Bachelor of Science, Computer Information Systems | Minor: Business Administration

- Capstone, BlackBoard Insight: Python application using web scraping to calculate course grades, plan final-grade targets, and estimate semester GPA across points-based and weighted grading systems.

EXPERIENCE

Graduate Student Assistant Aug 2025 – Present
College of Business, California State University, Chico | Part-time, Remote

- Built AI-assisted tools with Python, the Canvas API, and ChatGPT Edu that helped a professor prepare several Canvas courses for the next semester, reducing course-setup time from hours to minutes.
- Assess existing processes and translate workflow needs into practical automation; test and refine tools based on direct user feedback.
- Document tools and workflows so non-technical users can reuse them each semester.
- Assist with course administration, including grading and academic and operational tasks.

Cloud Support Aug 2023 – Oct 2024
Amazon Web Services (AWS) | Full-time, Remote

- Handled ~30 enterprise support cases per month across Amazon Connect and AWS Amplify through phone, email, and live chat.
- Supported enterprise customers, including Fortune 500 companies, through production issues involving Amazon Connect, Amazon SQS, Amazon SNS, and AWS Amplify.
- Partnered with Technical Account Managers, software developers, and executives during business-critical customer incidents, translating technical findings into clear next steps.
- Coordinated with engineering teams to troubleshoot incidents and implement solutions, minimizing downtime and disruption.
- Guided customers on cloud configuration, architecture, and operational best practices to improve reliability and efficiency.
- Communicated complex technical concepts clearly to both technical and nontechnical stakeholders.
- Shared recurring customer pain points and product feedback with internal AWS teams to support service improvements.

Cloud Support Intern Jun 2022 – Aug 2022
Amazon Web Services (AWS) | Portland, OR

- Completed structured training in core AWS services and cloud-support practices for premium customers; earned the AWS Certified Cloud Practitioner.
- Resolved troubleshooting service requests and documented solutions to improve team response efficiency.
- Met weekly with a manager and mentor to review progress, incorporate feedback, and strengthen technical and customer-support skills.

PROJECTS

Customer Success Intelligence Dashboard | *Python, PySide6, SQLite*

- Desktop analytics app on realistic fictional SaaS data with explainable health scores, churn and renewal-risk alerts, account segmentation, Customer 360 views, and recommended actions to prioritize accounts by recurring revenue at risk.

MarginPilot | *Python, PySide6, Monte Carlo*

- Local-first profit scenario analyzer for pricing, cost, margin, sensitivity, and risk analysis, with live KPIs, break-even analysis, and reproducible Monte Carlo simulations.

Startup CEO Simulator | *Python, PySide6*

- Offline MBA simulation leading a fictional SaaS company through 12 quarters with a transparent rules engine covering pricing, hiring, product investment, and funding.

On This Day Photo Viewer | *Python, macOS*

- Built and iteratively refined an app that resurfaces photos and videos from the same date in prior years; fully on-device with no accounts, analytics, or cloud uploads.

HEIC to JPG Converter | *Python, PySide6*

- Cross-platform private batch converter with drag-and-drop, background processing, metadata preservation, and safe file handling.

ACTIVITIES & LEADERSHIP

Graduate Business Association / Council of Graduate Students, CSU Chico Aug 2025 – Present

Student Organization Leadership

- Support Graduate Business Association budgeting and expense administration; coordinate graduate-student outreach, communications, and events.

City of San Ramon Aug 2023 – Apr 2024

Young Adult Community Advocate

- Partnered with the Vice Mayor and Community Services Director on engagement gaps for residents ages 18–25; presented recommendations that helped shape the city's first centralized online resource hub for young adults and formal recognition of the 18–25 demographic in planning.

Associated Students of CSU, Chico, College of ECC Aug 2021 – May 2022

Student Senator

- Represented 2,500+ students across six engineering and computing departments; collaborated with the Dean, Associate Dean, and university committees on academic, technology, and resource matters.
- Gathered student input through surveys and conversations; proposed a Wednesday-afternoon club fair for the college that is still running years later.

City of San Ramon Jun 2020 – Aug 2021

Recreation Leader

- Supported program participants, resolved day-to-day concerns, and worked with teammates to keep programs safe and positive.

SKILLS

Business & Customer: Customer Success, Technical Account Management, CRM, Stakeholder Communication, Cross-Functional Collaboration, Requirements Gathering, Business Analysis, Process Improvement, Customer Health Monitoring, Churn-Risk Analysis, Account Segmentation, Financial and Sensitivity Analysis, Product Documentation, Agile Fundamentals
Technical: AWS (Amazon Connect, Amazon SNS, Amazon SQS, AWS Amplify), Python, PySide6, SQLite, Canvas API, AI & Prompt Engineering, AI-Assisted Development (ChatGPT Edu), Web Scraping, IT Support, Technical Documentation

CERTIFICATIONS & AWARDS

- Google AI Professional Certificate, Google Career Certificates / Coursera (Jun 2026)
- IT Support Professional Certificate of Achievement, Highest Honors, Las Positas College (May 2025)
- AWS Certified Cloud Practitioner, Amazon Web Services (Aug 2022)
- 30 Under 30 Alumni Recognition Program, San Ramon Valley Unified School District (Oct 2025)