

# Ahmed Al Raisi

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## EDUCATION

**University of Minnesota: College of Science and Engineering**

**Minneapolis, Minnesota**

Bachelor of Science: Computer Science

August 2023

**Relevant Coursework:** Program Design and Development, Machine Architecture and Organization, Machine Learning

Fundamentals, Algorithms and Data Structures, Elementary Computational Linear Algebra

## PROFESSIONAL EXPERIENCE

**University of Minnesota: College of Science and Engineering - Information Technology**

**Minneapolis, Minnesota**

*IT Service Coordinator*

July 2022 – August 2023

- Proactively built and maintained strong relationships with over 75+ colleagues at Saint Anthony Falls Laboratory, effectively addressing daily support needs and improving team cohesion.
- Utilized analytical skills to analyze issue data from over 15 operations, identifying more than 10 key opportunities for improvement and boosting customer service efficiency by 35%.
- Successfully built and deployed 50+ workstations to staff, managed an inventory of 400+ hardware units and over 16 software licenses, while administering more than 10 virtual machines, ensuring seamless operations.

*End User Support Specialist*

March 2022 - July 2022

- Managed and maintained accurate inventory and configuration data for a substantial fleet of 2000 machines, ensuring optimal hardware and software tracking efficiency.
- Successfully imaged and integrated over 75 new machines into the CSE organizational network, enabling seamless connectivity and operational functionality.
- Implemented effective strategies resulting in a remarkable reduction of SLA (Service Level Agreement) violations by over 20%, improving overall service reliability and client satisfaction.

## PROJECT EXPERIENCE

**Parson Problems Appliance for Learning Management Systems (PPALMS)**

January 2022 - April 2022

- Showcased proficiency in accurately interpreting and implementing client's 10+ requirements, thereby ensuring alignment between system design and client objectives.
- Spearheaded the design and implementation of over 8 dynamic interfaces, illustrating expertise in system architecture documentation.
- Managed end-to-end application development, verifying product alignment with client specifications, showcasing strong project management and client engagement skills.

**2048 Optimization: Mastering Minimax for Maximum Scores**

August 2021 - November 2021

- Leveraged a deep understanding of minimax algorithms and alpha-beta pruning to develop and refine 5 methods for maximizing scores in the 2048 game.
- Demonstrated skills in creating 5 complex heuristics, setting 3 depth cutoffs, and effectively managing nodes to improve algorithm performance by a score of 30,000.
- Showcased ability to interpret complex data, identify trends, and make strategic recommendations for improvement.

**Search and Rescue Drone Simulation**

September 2020 - December 2020

- Engineered 4 image processors using both color and depth cameras, demonstrating proficiency in advanced image manipulation techniques.
- Developed 2 distinctive patrol methods and implemented edge detection to ascertain robot positioning, highlighting in-depth understanding of computer vision algorithms.
- Facilitated team collaboration through over 45 daily scrums, 16 issue management in GitHub, and strategic sprint planning.

## SKILLS/INTERESTS

**Software Programs:** TeamDynamix, Active Directory, Group Policy Management, Config Manager Console, MATLAB, Git

**Computer Languages:** Java, Python, SQL, JavaScript, C++, C, OCaml, HTML, CSS, React, XML, Node.js, Django, Maven

**Skills/Interests:** Fluent in English and Arabic, Basic Spanish, Brazilian Jiu Jitsu, Cooking, and Mountain Biking