

# HAARISAH HUSSAIN

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## PERSONAL PROFILE:

An aspiring Software Engineer studying Computer Science with Artificial Intelligence at Birmingham City University. I have hands-on experience in IT Support and other technical areas through volunteer and work experience. I am seeking an opportunity to use my technical skills and problem-solving skills in an internship to enhance my experience and further develop my skills to improve my software development skills as well as gain an insight into machine learning.

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## EDUCATION:

**2025 – 2029**

**Birmingham City University**

**Degree:** BSc Computer Science with Artificial Intelligence.

**2022 -2024**

**Solihull Sixth Form College, Solihull**

**BTEC:** Level 3 in Information Technology (Distinction\*Distinction\*Distinction\*)

**2017-2022**

**Swanshurst Secondary School, Birmingham**

**GCSEs:** 9 1-9 Grades including Maths (5) and English (6)

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## EMPLOYMENT HISTORY

**Nov 2024 - Present**

**IT Support Volunteer – Read Easy UK**

- Provides technical support and troubleshooting for software and hardware issues. Assisting non-technical users effectively.
- Manages organization's SharePoint and data, ensuring it is accurate and organized.
- Improving communication skills by clearly and patiently explaining technical information.

**July 2023**

**IT Office Assistant – Birmingham City Council**

- Assisted the development team to create Low-Level Design (LLD) diagrams. This supported network architecture planning and documentation.
- Assisted by the cybersecurity team by running simulated SQL injection attacks. This helped identify and address vulnerabilities.
- Developed automated email workflows using Microsoft Power BI and Power Automate. This improved communications and reduced manual workload.

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## RELEVANT SKILLS:

**Programming Languages – Python and JavaScript.** Demonstrated by developing software projects and small applications. This improved my coding skills and logical problem-solving abilities.

**Web Development – HTML and CSS.** Demonstrated by building my own websites as I built responsive web pages and interfaces. This enhanced my innovative thinking mindset.

**Data Visualization and Automation – Microsoft Power Bi and SharePoint Administration.** Demonstrated by creating automated programs to send automated emails to users and reports to improve data insights and workflows. I developed analytical thinking and communication skills by presenting complex data in a clear way.

**Network Diagramming – Low Level Design (LLD) and Cybersecurity testing (SQL Injection Simulations).** Demonstrated by assisting in creating network diagrams and took part in security testing simulations. I built critical thinking skills and teamwork skills by helping the teams.

**Technical Support and Troubleshooting – Hardware and Software.** Demonstrated by building my own PC and resolving various hardware issues and software issues by volunteering at Read Easy UK. This improved by technical skills. I developed a patient mindset and enhanced my problem-solving abilities through hands on experience.