

Taifur Rehman
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EDUCATION

AUGUST 2021 - Present

PURSUING BACHELOR'S DEGREE, WEST CHESTER UNIVERSITY

My name is Taifur Rehman, and I am currently pursuing a B.S. in Computer Science and a minor in finance. As a computer science major during my time in college, I have concluded that my career objective is to seek a position in a competitive environment that would challenge me to push my boundaries and expand my knowledge in computer science, and further myself in this field. Along with this goal I hope to become a successful professional in this field by demanding and developing knowledgeable skills for growth. I possess exceptional abilities that make me adept at collaborating within a team, coupled with a strong dedication to teamwork, recognizing it as a crucial element for achieving success. My capacity to collaborate with individuals from diverse backgrounds and personalities underscores my commitment to fostering a collaborative environment. I am resolute in my pursuit of company objectives through the facilitation of productive and efficient work processes.

EXPERIENCE

June 2023 – August 2023

Consultant Intern, Creool

Consulting

- Shadowed team meetings regarding a project managing the transfer of a company site
- Created and edited Oracle Human Capital Management (HCM) tutorial videos through verbal narration, quality checks, text-to-speech via Jira, and Articulate 360 Storyline to send to our customers as well as creating Oracle Transactional Business Reports (OTBI) reports.
- Developed and delivered presentations showcasing a variety of topics receiving feedback for presentation skills, demonstrating effective communication to my audience and ability to engage and inform.
 - Individual “Meet the Interns”
 - Personal introductions presentation
 - Collaborative Presentation with other interns
 - Introduction to the project I was assigned to (Project Sherlock)
 - Discussed goals and my role of the project which included the build of data conversion documents like CV.027, CV.065, and FBDI (File Based Data Import) reports
 - Collaborative “Oracle vs Workday”
 - Presentation which compared and contrasted the spaces of Oracle and Workday
 - Why you as a customer should use Oracle along with a demo of an Oracle ERP environment

June 2022 – August 2022

Customer Service Intern,

Quantic

- Provided product support on Point-of-Sale system (POS) issues reported by customers and merchants
- Worked with the support team on issues reported via phone, email, and SMS
- Performed product testing & configurations and reported issues and bugs to the development team on product improvement.
- Responsible for managing daily inventories such as printers, routers, handheld POS devices, adapters, etc.
- Managed daily customer shipments and inventory stock. Reported back daily to the finance team on inventory updates.

2020 – 2021

Basketball Coach

- Brought together young children ages 8 to 13 from my neighborhood and other communities to play and learn basketball.
- The experience helped and taught me how to market to a specific target audience
- Advertised in different neighborhoods and communities using social media seeking families interests
- Coached, Organized, and conducted games and practices between groups of children for basketball, football, and frisbee.

2019 – 2021

Arabic Teacher, IQRA Institute

- Teaching students to read religious scripts/books with proper rules
- Helping students memorize chapters
- Developing a positive relationship with the students within the Islamic guidelines
- Evaluate each student and create teaching strategies based on the individual's pace
- Tracking the progress of each child and maintaining records.
- Taught all ages of kids (elementary to high school)

Hard Skills

- Java
- Python
- Microsoft Suite (Word, Excel, PowerPoint, OneNote)
- Google Suite (Sheets, Docs, Forms, PowerPoint)
- Issue and Complaint Resolution
- Call Documentation
- Understanding Customer Needs
- Information Updates
- Service Recommendations
- Responding to Difficult Customers
- Order Checking
- Inventory Optimization
- Product and Service Specification
- Website Building

- Operations Support
- Record Tracking
- Order and Refund Processing
- OTBI Reporting
- Articulate 360
- Jira
- POS

Soft Skills

- Verbal and Written Communication
- Analytical Skills
- Problem Solving Skills
- Creativity
- Resilience
- Critical-Thinking Skills
- Attention to Detail
- Multitasking and Organization
- Upbeat and Positive Personality

ACTIVITIES

- Board member of the Muslim Student Association at West Chester University.
- Member of the South Asian Student Association.
- Board Member for The Muslim Interscholastic Tournament in Philadelphia (MIST)
 - MIST is a college student-run organization which caters to middle and high school students
 - 2021 - Finance committee
 - Responsible for getting sponsors, food, venue, etc.
 - 2022 - Regional emcee, committee member, and basketball referee
 - Kept the students engaged with activities, speaker events, games
 - 2022 - National basketball referee and competition host
 - 2023 – Regional competitions committee member
 - Responsible for running certain competitions, reaching out, and finding judges for those competitions.
 - 2024- Regional Finance Vice-Chair.
 - Responsible for fundraising and all the financial responsibilities which is needed to have a successful MIST Philly.
- Volunteer at Muslim City Fest in Philadelphia
- Volunteer at health clinics in the underserved community, providing free health check-ups as well as other health care, radiology, flu shots, etc. if needed.