Irfan Talukder

Manchester, England

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PROFILE

Final-year BSc Computer Science student at Manchester Metropolitan University, with experience in software development and mobile app design. Proficient in programming languages including C#, Java, and Python, with strong knowledge of app development frameworks such as Flutter and Kotlin. Demonstrates excellent teamwork and problem-solving skills from internships and other work. Developed hands-on experience working with Arduino circuitry and IOT devices. Demonstrated rigorous testing and troubleshooting resolving 100+ tickets on campus during my role in IT. Searching for a graduate role to further implement my skills in practical applications within the computing industry.

EXPERIENCE

IT Rover Campus Support | Manchester Metropolitan University

(Sept 2025 to Present)

- Delivered front-line technical support to **2,000+ students** and staff across multiple faculties, diagnosing and resolving hardware, software, and network issues on **Windows 10/11, macOS**, and managed university systems. Used the **Fresh** ticketing system to log, track, and resolve incidents efficiently in line with IT Service Desk SLAs.

- Utilised the Fresh service ticketing system to log, prioritise, and solve **100+ tickets**, adhering to ITIL-aligned SLAs and ensuring efficient escalation to 2nd-line and 3rd-line support teams (Network and Hardware teams) when required. Collaborated with **IT Support Analysts & Engineers** to escalate complex cases and maintain accurate technical documentation.

- Provided **on-site AV and classroom technology support**, troubleshooting **Teams Rooms, projectors, and HDMI interfaces**, reducing lecture downtime by **over 30%**.

- Tested, installed, and verified new hardware and software systems, including **network peripherals, imaging builds, and authentication protocols**, ensuring system integrity, connectivity, and optimal user experience before usage.

- Diagnosed and resolved **Wi-Fi and network** connectivity issues by configuring **eduroam profiles, DNS settings, and proxy authentication**, improving connection reliability across campus buildings.

Peer Guide | Manchester Metropolitan University

(Jun 2025 to Present)

- Led onboarding and induction activities for cohorts of **200+ new students**, showcasing confident **public speaking, leadership, and event facilitation skills** during campus tours, orientation sessions, and Welcome Week events.

- Organised and **coordinated 1:1 mentoring sessions**, managing multiple students' needs and schedules while delivering tailored guidance and support.

- **Collaborated with academic and professional services staff** to improve student-facing support processes, contributing **data-driven feedback** and actionable ideas that enhanced operational efficiency and student satisfaction.

- Provided **early intervention and referral support**, identifying at-risk students and signposting them to relevant university services (Careers, Student Hub, Counselling, Disability Support), helping improve **student retention and engagement**.

Flutter (Mobile) App Development | Self-Initiated

(Aug 2024 to Present)

- Designed and developed a **cross-platform mobile application** using **Flutter and Dart**, implementing a modular architecture and reusable components to ensure scalability, performance, and maintainable code.

- Integrated **Firebase Authentication** and **Cloud Firestore** to enable secure user login, real-time database operations, and cloud data synchronisation across devices, ensuring data persistence and low-latency updates.

- Built a **responsive and visually consistent user interface** with custom widgets, smooth animations, and adaptive layouts, enhancing usability and accessibility across Android and iOS devices.

- Connected the app to external **RESTful APIs** for dynamic content delivery, handling asynchronous requests efficiently and improving data fetch speeds by optimising JSON parsing and caching mechanisms.

TECHNICAL SKILLS

- **Programming languages**: C#, C++, Java, Python, Dart, SQL, HTML/CSS/JavaScript

- **App Development**: Kotlin/XML, Dart, Flutter

- **Databases**: SQL, MySQL, Firebase, RestAPI,

- **API's**: Postman, Google API's, Tokenisation techniques to handle account storage

PROJECTS

- **MyDeen App**: Designed a **Flutter-based mobile app** with **Firebase integration**, enabling user data storage and tracking for religious activities.
- **IOS Clone Calculator App**: Created a **Kotlin-based Android app** replicating the iOS calculator interface, with accurate functional features and design consistency.
- **University Buildings Navigator Website**: Collaborated on a group project to create a navigation tool for university buildings using **HTML/CSS/JavaScript**, focusing on backend development to support a seamless user experience.
- **Adaptive Maths Quiz Program:** A **C#** project which allowed GCSE students to revise maths from.
- **Circuitry Projects:** Experimented with **Raspberry Pi and Arduino circuits**, gaining foundational knowledge of hardware and electronics.
- **Academic Projects:** Designed and developed interactive Bookshop and Greeting Card Maker websites using **HTML, CSS, and JavaScript**, demonstrating **front-end development skills** and user-focused design.

EDUCATION & QUALIFICATIONS

Manchester Metropolitan University - BSc (Hons) Computer Science   **Sept 2023 - Jun 2026**

- Achieved a First-Class average with **75% (Year1 and 2)**, currently on track for a First-Class Honours degree.

Loreto Sixth Form College – A Level   **Sept 2021 - Jun 2023**

- Economics (A), Computer Science (B), Maths (B)

Dean Trust Ardwick - GCSEs   **Sept 2016 – Aug 2021**

- 8 GCSEs (9-5), Including Mathematics & English Language

REFERENCES

Available upon request