Ahmed Mohamed Haniffa Arfan

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EDUCATION

University of Greenwich London
B.Eng in Computer Engineering - First Class *Sep. 2021 – July 2024*

Relevant Coursework: Mobile Applications, Software Engineering, Computer Architecture, Operating Systems, Sensors and Networks, Advanced Mathematics, Web Systems Engineering, Network Routing Management.

Achievements: Merit award for outstanding achievement, Institute of Engineering and Technology (IET) Prize for Highest overall mark achieved Stage 3.

EXPERIENCE

Information Technology Support Analyst London
University of Greenwich *August 2024 – March 2025*

- Resolved 2,200+ support tickets, managing incidents related to hardware, software, and network systems using ITSM tools and Microsoft Entra ID.
- Delivered efficient technical support via phones, emails and in-person across Windows/macOS platforms, streamlining account access, software installs, and user provisioning
- Documented SOPs and contributed to knowledge base articles to improve support efficiency and reduce ticket resolution time.

TECHNICAL SKILLS

Languages: Python, C#, SQL , JavaScript, Typescript, HTML/CSS
Frameworks: React, Next.js, Blazor .NET
Tools: Git, AWS, MongoDB, MS SQL Server

PROJECTS

Discourse | *MongoDB, Express.js, React.js, Node.js, Socket.io* March 2025
- Developed real-time messaging platform using **MERN stack** with **Socket.io**.
- Stored user data, messages, conversation and files with **MongoDB** and built a responsive, user interface using **React.js**.
- Developed secure backend APIs with **Express.js**, supporting features like **JWT**-based authentication and AWS S3-powered file sharing for images, audio, and documents.

EasyNote - Note App | *Blazor WebAssembly, AWS* October 2024
- Designed Frontend in **Blazor WebAssembly**, with User Authentication and CRUD functionality.
- Designed and deployed serverless backend using **AWS SAM** with AWS **Lambda**, **API Gateway**, **DynamoDB**, and **Cognito**, utilising Infrastructure as Code principles.
- Integrated Cognito and DynamoDB via unified API calls to ensure consistent user data management.

WorldShare | *Next.js, MongoDB, GCP* October 2024
- Developed a **social media-style platform** where users can perform(**CRUD**) operation on posts and manage their user profiles
- Built serverless APIs with **Next.js** and connected **MongoDB** for scalable data storage.
- Implemented OAuth login using **Google Authentication** via **NextAuth**

High Performance Computer Cluster | *Ubuntu, SLURM* March 2024
- Configured a 4-node HPC cluster in a DHCP network with PXE boot via NFS/TFTP for compute resource sharing.
- Deployed **SLURM** to schedule and manage parallel jobs across compute nodes .
- Automated generation of 50 statistical plots from 10,000+ data samples using **R** with parallel processing.