

Arshad Khalid

Dar es Salam, Tanzania

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EDUCATION

Asia Pacific University - School of Technology

Bukit Jalil, Kuala Lumpur

Bachelor of Computer Science with a specialism in Digital Forensics

March 2023

- **Relevant Coursework:** Programming, Incident Response, Network Administration, Data Analysis.

Asia Pacific University - Graduate School of Business

Master of Business Administration

August 2024

- **Relevant Coursework:** IBM SPSS, Strategic Marketing Management, Behavioural Science, Social Media and Marketing Analytics, Human Resource Management.
- **Others:** IMUN, Erasmus Mundus Programme, International Relations Club, Entrepreneurship.

WORK EXPERIENCE

Collins Aerospace

Dar es Salaam, Tanzania

Intern

December 2021 – March 2022

- Managed end-to-end processes of supplying, installing, testing, commissioning, and maintaining Airport Information Systems (AIS), ensuring the successful delivery of over 10 projects within established timelines.
- Enhanced integration of AIS systems with flight information displays and weather systems, boosting real-time data accuracy by 25% through strategic collaboration with third-party vendors and advanced system integration methods.
- Contributed to software troubleshooting efforts, resolving about 95% of reported issues promptly and effectively, maintaining seamless AIS operations.
- Designed and implemented a collection of efficient scripts and a data entry application using various programming languages, resulting in a 40% reduction in time spent on routine tasks and a noticeable improvement in system performance.
- Monitored and analyzed system performance data, leading to the identification and resolution of critical issues before they could impact operations, ensuring a 99.9% system uptime.

Naha Trading

Dar es Salaam, Tanzania

Business Operations Coordinator

June 2019 – February 2020

- Achieved exceptional customer satisfaction and retention by delivering swift and responsive technical support.
- Enhanced productivity by consistently maintaining a pristine and well-organized work environment, significantly reducing response times.
- Demonstrated expertise by successfully troubleshooting and resolving diverse technical issues, leading to a decrease in average problem resolution time.
- Ensured transparent communication with customers and team members, providing regular updates on progress and potential delays, drastically improving issue resolution timelines.
- Fostered a collaborative team environment, facilitating knowledge sharing and ultimately factoring into an upsurge in profits.

EXPERIENCES & ACTIVITIES

APU Ambassador

Bukit Jalil, Kuala Lumpur

Student Ambassador

March 2023 – September 2024

- Spearheaded campus tours and served as the representative of Asia Pacific University, fostering connections with diverse student bodies and external organizations to broaden outreach initiatives.

- Effectively communicated the vibrant campus atmosphere and academic offerings, resulting in a substantial surge in inquiries and applications.
- A core member of APU's social media team, managing the @studentwelcome platform, which significantly boosted engagement with potential students, enhanced APU's online visibility, and cultivated a robust virtual community.
- Directed orientation sessions for new university students, addressing audiences of up to 1500 individuals at a time and delivering compelling presentations on behalf of the Student Ambassador program.
- Provided mentorship and guidance to over 50 different nationalities of student ambassador trainees, offering comprehensive support and instruction on their daily responsibilities and tasks, thereby ensuring the continued success and professionalism of the ambassadorial team.

APU Rotaract Club

Bukit Jalil, Kuala Lumpur

Member

August 2022

- Actively engaged in organizing and participating in community service projects, addressing local issues such as education, health, environment, and social welfare.
- Benefitted from the Rotaract Club's emphasis on youth leadership development, enhancing skills in communication, teamwork, and project management through hands-on involvement.
- Actively participated in Rotaract's diverse range of events, workshops, and seminars, contributing to personal and professional growth through skill development, leadership training, and exposure to various industries.

ASAPU Club

Bukit Jalil, Kuala Lumpur

Volunteer

July 2022

- Supported a successful Africa Day event attended by 1000+ participants as a volunteer for the African Society of APU (ASAPU).
- Efficiently managed diverse responsibilities, including food & beverage coordination, ticketing/security assistance, stage management, and ushering.
- Played a pivotal role in ensuring smooth logistics, guest satisfaction, and a secure environment, contributing to the event's overall success.

APU EET Group

Bukit Jalil, Kuala Lumpur

President

October 2021

- Orchestrated a high impact talk session featuring Mr. Brandon Low, Founder of Secureki, drawing an audience of over 150 participants.
- Curated discussions on cybersecurity, AI's role in employment, industry trends, and more, all while delivering diverse insights into a single event.
- Managed a team of 15 members in planning, marketing, and organizing the session, resulting in a seamlessly executed event.

ADDITIONAL SKILLS & INTERESTS

Skills: Digital Forensic Tools (EnCase, FTK, Autopsy), Programming (Python, C, C++, SQL, Java, PHP, R, CSS, HTML, JavaScript), Incident Response, Microsoft Office Suite, Business Analytics and Intelligence, Data-driven decision-making, Strategic Planning, Risk Management, Tech-Forward, Team Oriented, Comfortable with Ambiguity, Process improvement focused, IT Support, Exceptional communication skills, Willing to obtain COMPTIA+ and PMP Certifications.

Interests: Technology & Innovation, Fitness, Travel, Photography, Volunteering, Networking.

Languages: English, Swahili.