Arshad Khalid

Open to Relocation: Middle East | Asia

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SUMMARY

Recent Computer Science and MBA graduate passionate about bridging technology and business. Skilled in Digital Forensics, Software Development, Data Analysis, and Strategic Planning. Seeking opportunities in Business Analysis, IT, or Product Management roles in the Middle East or Asia.

EDUCATION

Asia Pacific University - School of Technology   **Bukit Jalil, Kuala Lumpur**
Bachelor of Computer Science with a specialism in Digital Forensics | GPA: **3.43/4.00**   *March 2023*
- **Relevant Coursework:** Programming, Incident Response, Network Administration, Data Analysis.

Asia Pacific University - Graduate School of Business   **Bukit Jalil, Kuala Lumpur**
Master of Business Administration | GPA: **3.76/4.00**   *August 2024*
- **Relevant Coursework:** IBM SPSS, Strategic Marketing Management, Behavioural Science, Social Media and Marketing Analytics, Human Resource Management.

WORK EXPERIENCE

Collins Aerospace   **Dar es Salaam, Tanzania**
Intern   *December 2021 – March 2022*
- Led supply, installation, testing, and maintenance of Airport Information Systems (AIS) across 10+ projects within deadlines.
- Enhanced real-time data accuracy by 25% through system integration with flight information displays and weather systems through strategic collaboration with third-party vendors.
- Contributed to software troubleshooting efforts, resolving about 95% of reported issues promptly and effectively, maintaining seamless AIS operations.
- Automated routine tasks via custom scripts and applications, reducing manual workload by 40%.
- Proactively monitored system performance and addressed critical issues before impact, ensuring a 99.9% system uptime.

Naha Trading   **Dar es Salaam, Tanzania**
Business Operations Coordinator   *June 2019 – February 2020*
- Delivered prompt technical support, improving customer satisfaction and retention.
- Maintained a well-organized workspace, cutting average issue response time significantly.
- Resolved diverse technical challenges, decreasing 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 collaborative teamwork, contributing to overall profitability.

EXPERIENCES & ACTIVITIES

APU Ambassador   **Bukit Jalil, Kuala Lumpur**
Student Ambassador   *March 2023 – September 2024*
- Led campus tours and represented Asia Pacific University in outreach initiatives, fostering connections with diverse student bodies and external organizations.

- 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, significantly improving online visibility and community building.
- Directed orientation sessions for 1500+ new students, enhancing onboarding experience.
- Provided mentorship and guidance to over 50 different nationalities of student ambassador trainees.

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.
- Managed a team of 15 members in planning, marketing, and organizing, resulting in a seamlessly executed event.

Others
- IMUN, Erasmus Mundus Programme, International Relations Club, Entrepreneurship.

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 (Native), Swahili (Native), Hindi (Beginner).