Arshad Khalid

Open to Relocation: Middle East | Asia

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SUMMARY

MBA and Computer Science graduate with a strong foundation in digital systems and strategic business planning. Passionate about supply chain optimization, cross-functional collaboration, and data-driven logistics. Seeking to contribute my skills by leveraging my technical expertise and hands-on experience in systems integration, performance improvement, and stakeholder coordination.

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**
Supply Chain & Systems Intern   *2021 – 2022*
- Coordinated logistics, installation, testing, and maintenance of Airport Information Systems (AIS) across 10+ projects, spanning 4 terminals and 2 international airports.
- Collaborated with third-party vendors to enhance data accuracy and system efficiency by 25%.
- Contributed to software troubleshooting efforts, resolving about 95% of reported issues promptly and effectively, maintaining seamless AIS operations.
- Implemented automation tools that reduced task time by 40%, increasing team bandwidth for planning.
- 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   *2019 – 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 onboarding for 1,500+ international students, streamlining orientation and boosting global student satisfaction while working across different cultures and departments.

- Represented APU at education fairs and exhibitions, engaging 1000+ prospective students and parents with tailored guidance on programs and campus life.
- Managed APU's *@studentwelcome* platform, growing engagement and visibility across key student channels.
- Conducted high-impact campus tours and outreach, strengthening ties with external institutions and multicultural student groups.
- Provided mentorship and guidance to over 50 different nationalities of student ambassador trainees, fostering leadership and cultural inclusion across cohorts.

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

Technical and Professional Skills:
- **Supply Chain & Logistics:** Inventory Monitoring, KPI Analysis, End-to-End Process Support, Vendor & Stakeholder Coordination, Integrated Business Planning (IBP) Concepts
- **Data Analytics:** Microsoft Excel, Power BI, Python, IBM SPSS
- **Business & Strategy:** Strategic Planning, Risk Management, Business Intelligence, Data-Driven Decision Making, Process Improvement
- **Technical Tools & Programming:** EnCase, FTK, Autopsy, Python, C, C++, SQL, Java, PHP, R, HTML/CSS/JavaScript
- **Soft Skills:** Strong Communication, Cross-Functional Teamwork, Adaptability, Cultural Sensitivity, Leadership, Initiative-Driven
- **Certifications & Development:** Willing to obtain COMPTIA+ and PMP Certifications
- **Interests:** Technology & Innovation, Fitness, Travel, Photography, Volunteering, Networking.
- **Languages:** English (Native), Swahili (Native), Hindi (Beginner).