Mohammad Abdullah Irfan

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Objective

Motivated and detail-oriented Computer Information Systems student with strong technical and customer service skills. Skilled in troubleshooting hardware, software, and network issues with a focus on efficiency and user satisfaction. Demonstrates initiative, problem-solving ability, and clear communication when supporting end users and collaborating within team environments. Eager to apply technical knowledge and gain hands-on experience in IT support.

Technical Skills

- **Programming Languages**: [Python, Java, C++, HTML, JavaScript]
- **Frameworks & Tools**: [Git, Visual Studio Code, Notepad, Notepad++, Microsoft Office Suite, Teams, Outlook, Excel, PowerPoint, Word, Windows OS]
- **Hardware & IT Support**: [PC assembly, system configuration, diagnostics, hardware/software troubleshooting, BMW coding tools (INPA, TOOL32, OBD2)]
- **Languages:** Fluent in **English** and **Urdu**.
- **Other Skills**: [Problem-solving, adaptability, communication, teamwork]

Education

Bachelor of Computer Information Systems
Mount Royal University, Calgary, AB
Expected Graduation: April 2027

- Minor: Business
- Relevant Coursework: [Software Development, Data Structures, Web development, Computer Hardware, HR, Accounting, Marketing]

Relevant Experience

Software Development Projects | Mount Royal University | Sept 2023 – Present

- Collaborated on multiple programming projects utilizing **Python, Java, HTML5, CSS, and JavaScript**.
- Developed **interactive games using Java** and **mock websites** through course projects, showcasing problem-solving, creativity, and teamwork.
- Applied debugging and testing techniques to identify and resolve code errors, improving overall functionality and performance.

- Used **Microsoft Office tools** to document project progress and track tasks.

PC Building/Hardware Support/Diagnostics | Personal Projects | Sept 2022 – Present

- Built a **custom gaming PC**, performing **hardware assembly, Windows installation, and system configuration**.
- Possess a strong understanding of **computer components, maintenance, and performance optimization**.
- Diagnosed and resolved **hardware and software issues**, including rebuilding GPUs and updating system drivers.
- Experienced in **coding and diagnostics for BMW vehicles** using tools such as **INPA, TOOL32, and related software**, demonstrating strong analytical and troubleshooting skills.

Work Experience

[Auto Parts Associate] – [Canadian Tire], Calgary, AB
[December 2023] – 2024

- Delivered excellent **customer service**, assisting clients in selecting and locating automotive parts.
- Maintained **inventory records** and handled documentation for tires, rims, and batteries.
- Demonstrated **technical knowledge** by helping diagnose product compatibility and hardware needs.
- Adapted to a **fast-paced environment**, improving multitasking and problem-solving under pressure—strengthened **communication and teamwork skills**, directly applicable to IT end-user support roles.

Interests

- **Technology & IT Support:** Passionate about hardware troubleshooting, system setup, and exploring new software tools to improve performance and user experience.
- **Automotive Technology:** Interested in vehicle coding, diagnostics, and performance optimization using BMW software such as **INPA, TOOL32**, and **OBD2.** Also have strong **mechanical** background
- **Soccer & Team Leadership:** Long-term soccer player for **Calgary Villains Majors/League 1**; experience as captain and MVP developed **discipline, teamwork, and leadership** skills essential for collaboration and communication in IT environments.