

# Mohammad Rafay

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## EDUCATION

### Texas A&M University

*Bachelor of Science in Computer Engineering*

College Station, TX

*Expected: December 2025*

## CERTIFICATIONS

CompTIA IT Fundamentals+

May 2021

Texas Property and Casualty Insurance License

September 2021

## EXPERIENCE

### Mac+ Technical Support Specialist

*Apple Inc.*

May 2022 – Present

*College Station, Texas*

- Achieved over 90% issue resolution rate by diagnosing and solving technical problems for Apple hardware and software, enhancing customer satisfaction and loyalty.
- Fostered teamwork by collaborating with engineers and specialists to streamline issue resolution processes, reducing overall resolution times by 20%.

### Software Quality Automation Engineering Intern

*Apple Inc.*

January 2025 – June 2025

*Cupertino, California*

- Coded automated tests for Messages app in Python/Swift, enhancing testing efficiency and reducing manual testing efforts by 60%.
- Debugged and triaged software issues, optimizing system performance and resolving critical bugs, leading to an increase in overall system stability.
- Worked cross-functionally with engineering teams to analyze test requirements, execute automated test cases, and report results, reducing error rates by 35%.
- Conducted functional, manual, and performance testing across frontend and server-side applications, ensuring seamless user experiences and maintaining high Apple quality standards.

### Software Engineering Intern

*Y-12 National Security Complex*

May 2024 – January 2025

*Oak Ridge, Tennessee*

- Developed an interactive route planning simulation using Cesium, Unity, and C#, allowing users to dynamically create the most efficient routes for transporting nuclear materials while ensuring maximum security.
- Implemented cybersecurity policies to strengthen the software for the company's alarm response training, enhancing the facility's protection against imminent threats by 40%.
- Accelerated training throughout the organization by 20% developing modules to counteract cyber threats in resource transportation.

### Cybersecurity Engineering Intern

*Texas Department of Transportation*

May 2023 – August 2023

*Austin, Texas*

- Maintained Security Policy content for compliance and accuracy throughout the organization.
- Conducted comprehensive Third Party Risk Management assessments resulting in enhanced protection of the department's transportation management systems.
- Utilized advanced data collection and sorting techniques, along with KQL within Microsoft Azure, to compile and analyze research metrics, facilitating data-driven decision-making and strategy formulation.

## PROJECTS

### Point-of-Sale System | TypeScript, JavaScript, Java, HTML

January 2024 – May 2024

- Designed and implemented a Point-Of-Sale system for a restaurant that allows for an interface for employees, managers, and cashier pages to communicate together.

### Data Encryption Tool | Python

August 2022 – Present

- Developed a Python-based tool for secure data encryption, facilitating safe file transfers over IP networks.

### Dynamic Image Resizer | C++

August 2021 – Present

- Implemented an efficient algorithm in C++ for dynamic image resizing, preserving content integrity, and optimizing storage use.

### Interactive Maze Game | C++

August 2021 – December 2021

- Created a challenging maze game in C++ with multiple levels and dynamic obstacles, enhancing problem-solving skills.

### Freelance Web Development | HTML, CSS, JavaScript

August 2020 - Present

- Delivered bespoke website solutions for small businesses, enhancing online presence and customer engagement.

## SKILLS

**Languages/Tools:** Python, C++, C#, Java, Swift, TypeScript, SQL, HTML, CSS, JavaScript, PostgreSQL, Haskell

**Technologies:** Xcode, Microsoft 365, Unity, Visual Studio Code, IntelliJ, Application Programming Interfaces

**Soft Skills:** Project Management, Team Leadership, Problem Solving, Analytical Thinking, Scrum Master, Software Development Lifecycle, Test Automation, UI/UX Design

## ACTIVITIES

**President** | *Honors Society for Electrical & Computer Engineers (HKN)*

June 2023 – January 2025

**Corporate Chair** | *Honors Society for Electrical & Computer Engineers (HKN)*

January 2023 – June 2023