

Mohammad Rafay

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EDUCATION

Texas A&M University

Bachelor of Science in Computer Engineering

College Station, TX

Expected: May 2025

CERTIFICATIONS

Apple App Development with Swift – In Progress

Google Cybersecurity Professional – In Progress

CompTIA IT Fundamentals+ – May 2021

Texas Property and Casualty Insurance License – September 2021

EXPERIENCE

Technical Support Specialist

Apple Inc.

May 2023 – Present

College Station, TX (Remote)

- 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, significantly reducing resolution times.

Cybersecurity Engineer Intern

Texas Department of Transportation

January 2023 – April 2023

Austin, TX (Hybrid)

- 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.
- Engaged with team members to help conduct categorization assessments to maintain a secure cyber system across the organization.

Website Engineer Co-Op

Accent Auto Insurance

August 2022 – January 2023

Houston, TX (Hybrid)

- Led a technical team in the development and maintenance of web platforms using HTML, CSS, and JavaScript, resulting in a 30% increase in site traffic and customer engagement.
- Streamlined customer service processes, reducing resolution times by 20% and enhancing customer satisfaction.

Specialist

Apple Inc.

May 2022 – August 2022

Houston, TX (In-Person)

- Enhanced store sales by 25% through strategic upselling of products and services, leveraging in-depth product knowledge and customer needs analysis.
- Developed and conducted technology workshops, increasing customer engagement and product familiarity.

Lead Instructor

Mathnasium of Aliana

August 2020 – May 2022

Richmond, TX (In-Person)

- Designed and implemented a customized curriculum that improved student performance by 40% on standardized tests.
- Utilized data analytics to monitor and report on student progress, facilitating targeted instructional strategies.

PROJECTS

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++

Personal Project

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

Interactive Maze Game | C++

Personal Project

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

Astrology Application | Java

June 2017 – Present

- Designed a Java application providing users with personalized astrological information, attracting over 1,000 active users.

Freelance Web Development | HTML, CSS, JavaScript

Personal Project

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

SKILLS

Languages/Tools: Python, C++, Java, Swift, SQL, HTML, CSS, JavaScript, PostgreSQL

Technologies: Linux, Cloud Services, Cybersecurity Principles, Microsoft 365, Visual Studio Code, IntelliJ, XCode

Soft Skills: Team Leadership, Problem Solving, Analytical Thinking, Project Management

ACTIVITIES

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

January 2023 – Present

Programmer | TAMU Hackathon

January 2023 – Present