# Mohammad Rafay

(832) 434-8099 ▪ Richmond, Texas 77407 ▪ rafaymohammad03@gmail.com
https://www.linkedin.com/in/mrafay18/

## EDUCATION
**Texas A&M University, College Station, Texas** **May 2025**
Major: Bachelor of Science in Computer Engineering

## CERTIFICATIONS
Professional Cloud Architect, Google **In Progress**
Information Technology Fundamentals+, CompTIA **May 2021**
Property and Casualty, Texas Department of Insurance **September 2021**

## EXPERIENCE
**Apple Inc., College Station, Texas (Remote)** **August 2023 – Present**
Technical Support Specialist
- Understood customers' needs to resolve their technical issues with a greater than 90% issue resolution rate
- Collaborated with colleagues to resolve technical issues by troubleshooting various Apple hardware and software

**Texas Department of Transportation, Austin, Texas (Hybrid)** **May 2023 – August 2023**
Software Engineer – Intern
- Developed and maintained TxDOT's transportation management software using C++, Python, SQL, kQL
- Analyzed transportation data to enhance decision-making tools and interfaces
- Cross-functional collaboration on software projects in compliance with government security standards

**Accent Auto Insurance, Houston, Texas (Hybrid)** **August 2022 – May 2023**
Website Engineering Support
- Oversaw website development and maintenance using HTML, CSS, JavaScript
- Delegated tasks to the support team to increase revenue and productivity by 30%
- Responded to customer service inquiries and resolved account service issues

**Apple Inc., Houston, Texas (In-Person)** **May 2022 – August 2022**
Specialist
- Provided meaningful solutions to customer inquiries
- Increased sales by 25% by marketing complementary products and services
- Led classes on product functionality and design
- Adhered to company policy while delivering value to customers in a timely manner

**Mathnasium of Aliana, Richmond, Texas (In-Person)** **August 2020 – May 2022**
Lead Instructor
- Analyzed and leveraged data to create student progress reports
- Conducted marketing via events and social media to gain 45% more clientele
- Taught standardized curriculum to students
- Consulted with management to develop a meaningful curriculum

## PROJECTS
**Texas A&M University** **August 2022 – Present**
- <u>Encryption:</u> Python program for data encryption while sending and receiving files using specific IP addresses
- <u>Seam Carving:</u> C++ program to resize image without distortion by reducing total number of pixels in an image
- <u>Maze Game:</u> C++ program maze game with obstacles for user to navigate through with multiple difficulty levels

**Personal** **June 2017 – Present**
- <u>Astrology Information:</u> C++ & Java interactive program displaying user's astrological information
- <u>Website Design:</u> Multiple websites designs for clients utilizing HTML, CSS, and JavaScript

## SKILLS
C++ | Python | Java | C | SQL | HTML | CSS | JavaScript | SaaS | Cloud | Cybersecurity |
Microsoft 365 | Visual Studio Code | Leadership | Problem Solving | Critical Thinking |
Data Analysis | Operations Management | Project Management | Process Flow

## ACTIVITIES
Honors Society for Electrical & Computer Engineers (HKN), Corporate Chair **January 2023 – Present**