

# Raffy Jalal

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## EDUCATION

**Drexel University, College of Computing, and Informatics | Philadelphia, PA** **Sept. 2022 - June 2027**

Bachelor of Science, Computer Science, (Minor: Data Science), Pennoni Honors Program

**Major Concentrations:** Artificial Intelligence and Machine Learning, Computer Systems & Architecture

**Coursework:** *Computer Programming (Python), Computing Informatics (I - III), Advanced Programming Techniques (C, Bash, Linux), Intro to Software Engineering and Development (Java), Calculus (I-III), Linear Algebra*

## TECHNICAL SKILLS

**Languages:** JavaScript, Java, Python, C, SQL

**Technologies/Frameworks:** HTML, CSS, TypeScript NodeJS, ReactJS, React Native, Bash, Firebase, SOAP and REST API,

**Development Tools:** Git, Visual Studio Code, IntelliJ IDEA, PyCharm

**Quick/Adaptive Learner, Friendly, Team Cooperative, and Sociable**

## TECHNICAL PROJECTS

**Bank Account System** – Java (TDD, OOP, Git, CI/CD Pipelines) – *Personal Side Project*

- Developed a **Java**-based banking system using **OOP** principles to manage multiple account types, including Checking, Savings, and CDs, resulting in streamlined account management and enhanced system scalability.
- Implemented a comprehensive suite of transaction features, utilizing **MVC** architecture, to automate deposits, withdrawals, transfers, and interest calculations, enhancing user functionality.
- Applied Test-Driven Development (**TDD**) using **JUnit** with approximately **250 test cases** to enhance the reliability and maintainability of the system, achieving robust error-free code, and reducing bugs.
- Integrated **Git** for version control and integrated **CI/CD pipelines** to automate the deployment process, ensuring rapid and reliable software updates.

**ClickLift** – JavaScript/TypeScript (React Native, Node.js, Firebase, Agile) – *Collaborative Freshman Design Project*

- Directed the design and development of a fitness application using **React Native** and **Node.js**, coordinating team efforts and milestones through **Scrum** and **Kanban** to increase productivity and ensure successful project delivery.
- Designed the app interface and integrated **Firebase** for user authentication, implementing features such as login, email verification, and two-factor authentication, significantly enhancing security and improving user reliability.
- Oversaw project delivery using **Agile principles**, utilizing Git for version control to ensure efficient progress tracking and collaboration, leading to a **45% improvement** in team coordination and project timeline adherence.

## WORK EXPERIENCE

**Best Buy | Geek Squad Advanced Repair Agent** – North Wales, PA

**Jan. 2024 – Present**

- Diagnose and resolve **hardware** and **software** issues using **AppleCare GSX**, enhancing service accuracy and efficiency, and certified to perform **official Apple repairs**.
- Troubleshooted and resolved issues on Windows devices, ensuring optimal performance and user satisfaction by applying in-depth **technical knowledge** and expertise in **Windows operating systems**.
- Deliver expert technical support on technology configurations and issue resolution, utilizing in-depth knowledge of technical products to **increase resolution rates by 40%** and **reduce troubleshooting time by 25%**.

**Newtech Dental Laboratory | IT Support Technician** – Lansdale, PA

**Jun. 2023 – Aug. 2023**

- Managed and maintained 3D printing technology with **CAD/CAM software**, ensuring optimal performance and precision in production processes.
- Provided **technical support** for dental lab equipment and software, resolving issues to maintain lab operations.
- Optimized inventory management techniques using **data analytics** to optimize supply levels and workflow, **reducing costs**, and **increasing efficiency**.

**CellDoc | Hardware Repair Technician** – North Wales, PA

**Jan. 2021 – Jun. 2023**

- Repaired a wide range of **mobile** and computer devices, reducing downtime and enhancing device reliability through precise and **efficient problem-solving** techniques.
- Created and executed **Bash scripts** to automate routine diagnostic and repair tasks, improving efficiency and reducing manual workload.
- Influenced customer purchasing decisions by recommending appropriate products and repair services, significantly increasing sales, and fostering customer loyalty through personalized consultations.