

Raffy Jalal

267-467-3865 | rmj77@drexel.edu | [linkedin.com/in/raffyjalal](https://www.linkedin.com/in/raffyjalal) | raffyjalal.github.io/ImRaffyJalal/

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, React (JS/Native), Bash, Firebase, SOAP and REST API

Development Tools: Git, Visual Studio Code, IntelliJ IDEA, PyCharm, Linux, TestFlight, Android Studio, Xcode

Quick/Adaptive Learner, Friendly, Team Cooperative, Sociable, Eager to Learn, Knowledge-Seeker

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

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

Jan. 2024 – Present

- Diagnosed and resolved **hardware** and **software** issues using **Apple Global Service Exchange**, ensuring accurate and efficient repairs, and enhancing service outcomes for **authorized Apple devices**.
- Provided comprehensive IT support, repaired **operating systems**, cleared viruses, fixed firmware issues, and performed **data transfers**, **reducing** average repair time by **30%** and **decreasing** repeat service requests by **65%**.
- Delivered expert **technical support** and proactive customer assistance, leveraging in-depth product knowledge and **continuous learning** to address configurations and issues, boosting satisfaction and service quality.

Newtech Dental Laboratory | *Information Technology Support Analyst* – 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

- Performed **intricate hardware repairs** using specialized tools such as soldering guns and weld tools, ensuring precise and reliable fixes for **complex device issues**.
- 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.