Mohammad Rajin Hasan
12 Hatcher Street
St. John's, NL, A1B 1Z2
(709)   853-4532
mohammadrh@mun.ca

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Highlights of Qualifications

- Double Bachelor's Degree in Bachelor of Science in Computer Science and Bachelor of Commerce
- Hands-on experience in IT support, including troubleshooting, hardware diagnostics, Graphics design, Software development and managing ticketing systems.
- Proficient in providing technical assistance to system users and resolving hardware and software issues, ensuring minimal downtime
- Effective communicator with strong teamwork, problem-solving, and organizational skills.
- Experienced with tools and technologies such as Python, Java, C, Flutter and AWS.
- Strong communication and organizational skills, fostering collaboration and customer satisfaction

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Education

Bachelor of Science (Major: Computer Science)
Memorial University, St. John's, NL
Bachelor of Commerce (General)
Memorial University, St. John's, NL

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Experience

System Configuration & Access Control Assistant   May 2025 – Present
Office of the Chief Risk Officer - Memorial University, St. John's, NL

- Scanned and recorded door access hardware details (e.g., REX presence) into Excel for system tracking and audit purposes.
- Configured and removed door alarms within the Millennium access control system
- Updated and customized the campus security camera map using Genetec for improved monitoring and response efficiency
- Collaborated with Protective Services staff to configure systems that support campus safety and security
- Assisted with data entry and validation to ensure accuracy across the system and access control platforms
- Reviewed and updated system settings, identifying discrepancies and recommending configuration improvements
- Participated in configuring new system features and updating access control permissions as required
- Helped complete inventory of existing data for both system and access management purposes

Computing Support Help Desk   Jan 2025 – Present
The Commons - Memorial University, St. John's, NL
- Provided support for printing, scanning, photocopying, LabNet log-ins, Wi-Fi, and routine hardware/software queries in a 300-seat lab.
- Create, un-archive, and troubleshoot LabNet & guest accounts; reset passwords and verify Campus Card balances
- Keep three networked Ricoh MFPs and Epson flatbeds online: clear jams, reload paper/toner, resolve stalled queues, and acknowledge maintenance alerts
- Operate BlackBox cash kiosks; investigate ABA mismatches and submit Campus Card exception tickets to ensure accurate billing
- Coach users on Microsoft 365, Adobe Acrobat/Creative Cloud, advanced Word formatting, PDF editing, and specialty output (tabloid, cardstock, duplex ID scans).
- Diagnose USB-C docking, charging-locker, and authentication-loop issues; escalate persistent network faults to ITS
- Track headphone, charger, adapter, and projector loans in Trello; log and secure lost-and-found items per privacy guidelines
- File concise shift reports in Slack; tag Trello tickets for equipment faults and recurring trends

Marketing & Business Development Intern   Mar 2025 – May 2025
Bonocle, St John's, NL
- Conducted market research and competitive analysis to refine Bonocle's branding and positioning.
- Designed marketing materials, including social media graphics.

Office Admin/Marketing Coordinator   Dec 2024 – April 2025
Student Volunteer Bureau, St. John's, NL
- Volunteer Coordination & Recruitment – Actively recruit and prepare student volunteers for meaningful opportunities, while overseeing daily operations to ensure the smooth functioning of the Student Volunteer Bureau.
- Event Planning & Program Development – Design, implement, and evaluate volunteer programs, organize orientations and recognition ceremonies, and develop marketing strategies to promote volunteerism.
- Administrative & Leadership Support – Manage office communications, organize email correspondence, and enhance administrative processes while providing mentorship and professional development for volunteers.

Software Team Member / Software Developer   Nov 2024 – Present
Iceberg ASV, St. John's, NL (Hybrid)
- Collaborate on software development for autonomous surface vehicles using ROS2
- Test and refine autonomous functionalities to enhance vehicle performance

Graphic Designer   Nov 2024 – April 2025
ClimaFacts Atlantic, St. John's, NL (Remote)
- Designed infographics and visual content for climate-related blog posts and social media.
- Created 2+ graphics monthly, aligning with style guides to ensure cohesive visual appeal.
- Maintained project timelines and collaborated with team members to deliver quality results

IT Support Specialist   May 2023 – Dec 2023

TTEC (formerly TeleTech) - Verizon, St. John's, NL (Remote)
- Provided IT support to 350+ agents at TTEC Verizon Montreal Site, diagnosing and troubleshooting technical issues for smooth operations.
- Utilized remote tools like Zoom to efficiently resolve technical problems, minimizing user downtime.
- Managed software installations, configurations, and maintenance to ensure systems were up-to-date and functional.
- Created and managed ITTS tickets, working directly with Verizon engineers to address and resolve complex technical issues and outages.
- Compiled and maintained daily troubleshooting logs, generating reports documenting over 350 agents' support activities and tracking recurring issues.

Technical Service Representative   Mar. 2023 – May. 2023

TTEC (formerly TeleTech) - Verizon, St. John's, NL (Remote)
- Provided advanced technical support to customers, assisting with activation, network issues, and software conflicts related to Verizon products.
- Collaborated with 10+ technical teams via Slack to escalate and resolve intricate problems.
- Conducted remote troubleshooting sessions to address customer issues.
- Created tickets for unresolved technical issues, ensuring that all relevant information was documented for further investigation by the appropriate teams.

Graphic Designer   Nov 2024 – April 2025

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Volunteering and Certifications
PSDP Winter '25
Student Volunteer Bureau VIP Bronze (20 Hours Volunteering a Semester)
Student Volunteer Bureau VIP Silver (40 Hours Volunteering a Semester)

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References
Available upon request