

## Mohammad Bilal Arshad

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A proactive and customer-focused individual currently pursuing a BSc (Hons) Cyber Security at Birmingham City University with a predicted grade of First Class Honours. Demonstrates adaptability, resilience, and strong communication skills, with proven experience in customer service and leadership under pressure. Skilled in problem-solving and committed to contributing effectively within both independent and team-based environments.

### Technical Skills

- Proficient in Python for scripting, problem-solving, and web development.
- Experience with front-end development using HTML and CSS.
- Skilled in Linux system administration, command-line operations, and shell scripting.
- Knowledge of computer networking (Cisco Packet Tracer, LAN/WAN configuration, IPv4/IPv6 addressing).
- Familiar with relational databases (MySQL, SQLite) and database-driven applications.
- Experience with virtualisation and cloud technologies (AWS EC2, VirtualBox).
- Understanding of cyber security principles including system security, forensics, cryptography, and penetration testing.

### IT Projects

- **Hospital Management System (Python & MySQL):** Designed and implemented a healthcare management system with administrator, doctor, and patient functionalities. Focused on database integration, user authentication, and secure handling of patient records.
- **Small LAN Configuration (Cisco Packet Tracer):** Configured a local area network with routers, switches, and PCs. Assigned IPv4/IPv6 addressing, set up DHCP and DNS, and tested connectivity to simulate a small enterprise environment.
- **Cyber Security Labs:** Completed practical exercises in vulnerability scanning, password cracking, and secure system configuration. Applied defensive techniques against common attacks such as SQL injection and brute force.
- **Operating System Administration (Linux):** Built and managed a Linux environment, configuring user accounts, permissions, and process management. Developed shell scripts to automate routine administrative tasks.

### Education

2024 – Present

**Birmingham City University – BSc (Hons) Cybersecurity (Progressing to MSc Cybersecurity)**

Predicted Grade – First Class Honours

- **Computer Systems** – Gained an understanding of hardware, software, and system architecture. Learned how components interact within modern computing environments.
- **Cyber Security Fundamentals** – Studied the principles of cyber security, the threat landscape, and approaches to risk management.
- **Applied Operating Systems** – Focused on Linux and Windows administration, file systems, processes, and automation through scripting.
- **Computer Programming** – Developed programming skills in Python, with an emphasis on problem-solving and structured programming.
- **Network Fundamentals and Software Security** – Studied network models, TCP/IP, routing and switching, and measures to secure networked systems.

- **System Security Attacks and Defences** – Explored common cyber-attacks, malware, and intrusion techniques. Designed and tested countermeasures.

2022 - 2024

**Solihull College & University Centre - Level 3 Extended Diploma in IT  
(Focus: Networking and Cybersecurity)**

Grade - – D\*, D\*, D\*

2017 – 2022

**Erdington Academy – GCSEs**

9 GCSEs grade 6 and above including English Language, Maths and IT Level 2

## **Employment History**

May 2023 – Present

**G4S Stewardship at Edgbaston Cricket Stadium - Head Steward**

- Led teams in managing large crowds, ensuring safety and compliance with protocols during live events.
- Delivered top-tier customer service by assisting visitors with inquiries, resolving complaints swiftly, and enhancing their event experience.
- Collaborated closely with teams under pressure, demonstrating resilience, adaptability, and effective communication.

2022 – 2023

**Digital Innovators with HS2 - Project Manager**

- Managed and optimised design projects using CAD tools, applying analytical thinking and creative problem-solving.
- Communicated complex information clearly to stakeholders, building strong collaborative relationships.
- Developed tools to automate workflows, increasing efficiency—a transferable skill in tech-focused environments.

## **Voluntary Experience**

2025

**BCU International Student Welcome Programme - Volunteer**

- Supported international students during induction, providing guidance on university processes, accommodation, and local services.
- Delivered friendly, approachable assistance in-person and via email, ensuring a positive first impression of BCU.
- Developed strong interpersonal and cross-cultural communication skills in a fast-paced, diverse environment.
- Worked collaboratively with university staff and other volunteers to ensure smooth event coordination and student engagement.

## **Achievements & Interests**

- Awarded Best Innovator Project – HS2, 2022
- 2nd Best County Figures – Warwickshire Cricket League, 2023
- Multiple Excellence Awards through academic life
- Strong interest in football and cricket
- Holder of Full UK Driving Licence
- Proficient with Adobe Creative Suite (Premiere, After Effects, Illustrator)
- Skilled in video editing using Final Cut Pro