

ASAD ALI JAMAL

Chandler, AZ | 480-235-9697 | asad@hey.com | linkedin.com/in/asadalijamal | asadjamal.com

EDUCATION

Arizona State University Tempe, AZ

May 2026

Bachelors Of Science in Computer Science / Information Technology

Relevant Courses: Esports Management, Advanced Tech Startup Management, Data Structures & Algorithms, Programming Paradigms and Implementation, Computer Architecture, Computer Networking

SKILLS & INTERESTS

Languages: Java, C/C#/C++, Swift, Python, Javascript, HTML, PL/SQL

Databases: PostgreSQL, MySQL

Tools: AWS, Docker, Git, GitHub, .NET, Google Forms, Excel, Azure, Airtable

Interests: Competitive Gaming, Game Development, Writing, Singing, Content Creation, Sports

EXPERIENCE

ASU ESPORTS ASSOCIATION, Vice President

January 2020 - Present

Tempe, AZ

- Oversee the development and optimization of the association's website and analytics platforms using *WordPress*, *Google Analytics*, and *Python*, leading to a **39% increase in user engagement** and a **26% rise in membership registration**.
- Design, maintain, and upgrade gaming servers and technical infrastructure with *Microsoft Azure*, *C++*, and *Python*, ensuring consistent **high-performance and reliability** for our community.
- Safeguard and analyze comprehensive member data with *Excel* and *Airtable*, implementing robust security protocols that also streamline marketing efforts, **reducing costs by 30%**.
- Conduct in-depth monthly data research using *Google Forms* and *Python*, translating insights into actionable strategies that **enhance member engagement by 27%**.
- Revitalize the ASU Esports brand and merchandise design, employing *Photoshop* and *After Effects* to create appealing visuals and products, which propelled a **46% increase in merchandise revenue** and expanded our online presence.
- Guide our Competitive program of 15+ teams and 150+ staff to national recognition as a **top-8 contender**, leveraging analytics to enhance team dynamics and performance, culminating in a **30% win rate improvement** and multiple accolades.

APPLE, Specialist

October 2023 - Present

Gilbert, AZ

- Elevate in-store experiences by delivering personalized customer service and **technical support**, securing a **12% uplift in Team Member Score** through targeted problem-solving and proactive engagement, providing **complete solutions** that meet customer needs fully.
- Master over **100 Apple Store products and services**, contributing to an **18% rise in Net Promoter Score (NPS)** quarter over quarter by swiftly adapting to new launches and effectively educating both customers and team members.
- Ensure **98% inventory accuracy** for over 100 SKUs, directly bolstering product availability and streamlining the customer shopping experience.

TESLA, Tesla Advisor

October 2022 - October 2023

Scottsdale, AZ

- Launched the *SOUL Program*, driving an average weekly increase of **4+ in-store orders** and **10+ across regions**, enhancing team morale by **20%** and reinforcing a culture of innovation and collaboration.
- Provided comprehensive sales and support, aiding in **50+ deliveries** and resolving **100+ technical support cases**, exemplifying versatility and deep product knowledge.
- **Directly reduced IT issues by 25%** through workflow, pipeline, and communication improvements, demonstrating a commitment to operational excellence and data security.