

Bilal Younas

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Islamabad, Pakistan

Professional Summary

Motivated and adaptable Computer Science graduate with a blend of technical and interpersonal skills developed through customer support, IT management, and HR-related teamwork. Experienced in problem-solving, communication, and system development. Skilled in managing client relationships and understanding user needs - key qualities that align well with HR and software engineering roles. Seeking an opportunity to grow in a dynamic team where I can contribute both technical knowledge and human-centered solutions.

Education

BS Computer Science

IQRA University, Islamabad | 01/2020 - 01/2024

Intermediate in Computer Science (ICS)

Punjab Group of Colleges | 01/2018 - 01/2019

Matriculation

The Educators

Technical & Professional Skills

Programming: Python, C++, HTML, CSS, JavaScript (basic)

Databases: MySQL, MongoDB (introductory)

Tools & Platforms: Microsoft Office, Git/GitHub, VS Code, CRM Systems

Concepts: OOP, DSA, SDLC, Employee Data Handling

Soft Skills: Communication, Conflict Resolution, Team Coordination, Empathy

HR-Inclined Skills: Staff Support, Workplace Collaboration, Interview Assistance,

Documentation Experience

IT & Customer Support Intern

Step Oiltools - G8 Markaz, Islamabad | 06/2024 - 01/2025

- Resolved customer queries with professionalism and technical accuracy.
- Maintained IT systems and supported end-users across departments.

- Helped streamline internal communication for better employee satisfaction.
- Assisted HR in documenting support logs, identifying team pain points, and offering user-focused solutions.

Projects

Utility Smart Trolley (Final Year Project)

- Designed a smart shopping trolley with product scanning and auto-billing system.
- Worked on system design, embedded programming, and user-friendly interface.
- Demonstrated project at university tech fair, receiving appreciation for innovation and practical use.

Languages

English: Full Professional Proficiency

Urdu: Native

Interests

Software & HR Tech Solutions

Employee Engagement Tools

Full-Stack Development

Automation in Workplace Processes

Continuous Learning (Tech & HR Trends)