

RASHED ALSAFADI

Middle East | rashedsafadii7@gmail.com | +962 77 223 4564

EDUCATION

Frederick University

MSc Computer Engineering

Cyprus

Oct. 2023 – Jan. 2025

- **GPA:** 8.9/10
- **Thesis:** Designed the UI/UX and developed a web-based platform to address healthcare data fragmentation, enabling secure data sharing using AWS Cloud.
- **Volunteering:** Contributed to developing 4 websites for municipal projects at Mobile Devices Laboratory since Jan. 2024
- **Key projects and reports:** Developed an Android marketplace application prototype; Conducted reports on Securing IoT Devices Against Cyber Attacks in Smart Cities and Impact of 5G and 6G Technologies on Health and Environment
- **Recognition:** Nominated as 1 of the top 2 students out of 30 for the Huawei ICT Scholarship Program 2024

The World Islamic Scientific and Education University

BSc Cyber Security

Jordan

Oct. 2019– Feb. 2023

- **GPA:** 82%
- **Recognition:** Achieved dean's list top 5% out of 120 students for 3 semesters
- **Capstone Project:** Led a team of 4 to develop secure university grading system using blockchain technology and stored it using Amazon Web Services Cloud
- **Tutoring:** Assisted 10 students (monthly) in understanding cybersecurity concepts and improving academic performance

CompTIA

Security+

Online

Apr. 2023 – Aug. 2023

- Enhanced skills in implementing security solutions, managing risks, and mitigating threats

Udacity

Business Analytics

Online

Jun. 2024 – Aug. 2024

- Improved skills in data analysis, visualization, and decision-making using SQL and Microsoft Excel

WORK EXPERIENCE

CRYSTEL: Customer service consulting company

Back Office Advisor – FIFA World Cup

Jordan

Aug. 2022 – Jan. 2023

- Achieved 90% of KPIs by managing a customer service team of 12, communicating with 500+ VIP and governmental attendees, and resolving logistics and operational inquiries
- Enabled an establishment of Back Office to handle administrative tasks for VIP clients by leading a team of 5 and developing quality standards, processes, and KPIs to achieve efficient operations

Customer Service Coach

May 2022 – Aug. 2022

- Improved service performance from 70% to 90% by implementing continuous coaching and upskilling practice for a team of 30 representatives

Customer Service Representative

Mar. 2022 – May 2022

- Achieved a consistent customer satisfaction rate of over 95% by delivering high-quality customer service

Arab Bank

Internship – Security Operations Center

Jordan

Jul. 2022 – Sep. 2022

- Detected and prevented high threats by monitoring the Security Information and Event Management (SIEM) system for security alerts, reporting incidents to higher-level roles

EXTRACURRICULAR ACTIVITIES

Mental Health Awareness Startup

Freelance UI/UX Designer & Mobile App Developer

United Arab Emirates

Feb. 2024 – Oct. 2024

- Designed the UI/UX and developed the mobile application using Flutter to support mental health awareness initiatives

ADDITIONAL INFORMATION

- **Language:** Arabic – Native | English - Fluent
- **Relevant skills:** CSS & HTML (Web design and structure) | JavaScript (Web functionality and interactivity) | SQL (Database querying) | Excel (Pivot tables, VLOOKUP) | PowerPoint (Think-Cell, professional design)
- **Interests:** Football (Former professional player, winner of 4 local tournaments) | Boxing (Practiced for 2 years, competed in local matches) | Chess (Enthusiastic player with an 890 ranking on Chess.com)