

# RIFAAT KOUAIDER

## COMPUTER ENGINEER

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4607 Big Country Ct. Moorpark, CA 93021 

## WORK EXPERIENCE

### Web Developer & Designer

University Student Union, CSUN

July 2017 – Present

- Designed and developed the organization's website while tracking and analyzing traffic data using Crazy Egg and Google Analytics
- Created, designed and delivered HTML/CSS newsletters and mass e-mails to +210,000 subscribers
- Decreased opt-out rate by 8% by updating e-marketing strategies
- Developed, advanced and tested all e-marketing materials
- Technology Advancement and Efficiency committee member



Marketing Genius Award



Student Employee of the Month – Dec. 2018

### IT Specialist

California State University, Northridge

August 2016 – August 2017

- Provided quality IT support via chat, call and in-person for 280,000 users
- Managed student accounts while handling sensitive data
- Created protocols for employees to ensure consistent, professional and effective experiences to all users
- Supervised, trained and managed 35 student employees



IT Outstanding Student Employee Award I 2016-2017

### Tech Support Lead

Moorpark College

June 2014 – August 2016

- Founded the IT Help Center for students
- Provided excellent Tech support through chat, call and in-person for 15,000 users
- Created online classes and Canvas video tutorials
- Updated the department's website after analyzing traffic using Google Analytics, to ensure that the pages are modern and relevant to our audience and devices used
- Trained employees and faculty to get their Canvas certificate
- Boosted the Professional Development team through implementing effective digital marketing
- Rolled-out hardware upgrades and software updates



Innovative Student Employee Award I 2015-2016

## EDUCATION

California State University, Northridge – BS 2019

Moorpark College – AS 2016

## GRADUATION PROJECTS

- Sattelite Laser Communications by NASA
- 2D Ultrasonic Radar

## TECHNICAL SKILLS

### Software Languages

Java, HTML, CSS, C++, XML, JavaScript

### Hardware Languages

VHDL, ARM7

### Simulation Software

PSPICE, Xilinx Vivado, MatLab, Keil yVersion

### Adobe Creative Cloud

Dreamweaver, Photoshop, Illustrator, InDesign, Premiere Pro and Acrobat

### Microsoft Office

Word, Excel, Power Point, Sway and Outlook  
*Certified by Canvas Learning System*

## SOFT SKILLS

Written & Verbal Communication

Futuristic

Strategic

Competitive

Realistic

Ideation

Maximizer

## EXTRA CURRICULAR

### The International Students Association President

- Produced, advertised and organized events for international and local students to make campus more inclusive
- Managed and supervised 9 board members
- Organized the New Students Orientation
- Provided mentorship and guidance workshops

## LANGUAGES

EN

English

FR

French

ع

Arabic