

RIFAAT KOUAIDER

COMPUTER ENGINEER

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WORK EXPERIENCE

Web Developer & Designer

University Student Union Corp. at CSUN

July 2017 – December 2019

- 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

Principal Front-End Web Developer (Consultant)

University Corporation at CSUN

June 2019 – August 2019

- Managed a team of Graphic Designers, Web App Developers, Copywriters and Content Developers in an Agile environment.
- Provided training and a custom manual at the end of my contract.

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 accounts, credentials, permissions levels and software access
- Created protocols for employees to ensure consistent, professional and effective experiences to all users
- Supervised, trained and managed student employees
- Managed, resolved and escalated cases on Ebsuite



IT Outstanding Student Employee Award I 2016-2017

Tech Support Lead

Moorpark College

June 2014 – August 2016

- Founded the IT Help Center
- Provided excellent Tech support through chat, call and in-person
- Created website and analyzed traffic using Google Analytics
- 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

- Satellite Laser Communications by NASA/JPL
- Airplane 2D Ultrasonic Radar System

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 Suite

Dreamweaver, Photoshop, Illustrator and InDesign

Microsoft Office 365

Active Directory, Word, Excel and Power Point

* SQL LinkedIn Learning Certificate

* Canvas Learning System Certificate

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
- Increased membership from 5 members to +950

LANGUAGES

EN

English

FR

French

ع

Arabic