RIFAAT KOUAIDER

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SUMMARY

Results-focused Technology professional with strength in Software Engineering, Embedded Systems, Information Technology and Data Analysis. Proactive leader with strengths in communication and collaboration. Proficient in leveraging engineering approaches, my previous experience, and learning abilities, to be a team player in any role that I hold. Adept at managing concurrent objectives to promote efficiency and influence positive outcomes.

EDUCATION AND TRAINING

California State University, Northridge – Northridge, CA   *12/2019*
Bachelor of Science: **Computer Engineering**

EXPERIENCE

Onsite Engineer, Health Care Industry | HealthSpaces   *01/2020 - Current*

- Installed and maintained servers, network, cloud storage, and workstations
- Provided excellent frontend and backend software and hardware support
- Managed Active Directory and Office 365 credentialing along with multiple access/membership layers
- Monitored technology infrastructure at new clinic construction sites
- Regulated multiple tiers of third-party support escalation
- Managed and updated technology inventory
- Managed business relationships with a multi-million-dollar, large size corporation client

Web Developer | STUDIO DBJ, LLC   *01/2020 - Current*

- Created modern, interactive and mobile-friendly in-house and client websites
- Developed comprehensive application testing procedures
- Updated existing clients' websites to be more relevant to current technologies and meet security and functionality standards
- Participated in pre-project analysis and technical assessments to develop user-friendly interface and correct functionality to meet business objectives
- Specified and reviewed projects scope and requirements

Web Developer / Designer | University Student Union at CSUN - Northridge, CA   *07/2017 - 12/2019*

- 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
- Technology Advancement and Efficiency committee member

Information Technology Specialist | California State University, Northridge - Northridge, CA   *08/2016 - 08/2017*

- Provided quality IT support via chat, call and in-person for 280,000 users (Cisco System)
- 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

Tech Support Specialist | Moorpark College   *06/2014 - 08/2016*

- 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 by implementing effective digital marketing
- Rolled-out hardware upgrades and software updates

AWARDS & SCHOLARSHIPS

- Southern California Edison STEM Scholarship
- IT Outstanding Employee of the Year, CSUN IT Department
- Marketing Genius Award, University Student Union

SKILLS

- HTML
- CSS
- VHDL
- C++, C
- Java
- MATLAB
- Simulations
- AWS
- Circuit Design and Test
- Data Analytics
- Active Directory

- Futuristic
- Strategic

- Hardware Engineering
- Microprocessor-based Systems
- Software Development
- Quality Assurance
- Report Writing
- SQL
- Tech Support
- Enterprise Software
- Analytics tools
- MS Office
- Office 365 Admin

- Maximizer
- Realistic

CERTIFICATIONS

- Cloud Computing Certifications, LinkedIn Learning
- Software Testing/QA, LinkedIn Learning
- SQL Programming, LinkedIn Learning
- Microsoft Azure: Active Directory, LinkedIn Learning
- Web Motion, LinkedIn Learning

REFERENCES

Available upon request.