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

Principle 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 35 student employees
– Managed, resolved and escalated cases on Ebsuite
🏆 IT Outstanding Student Employee Award | 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 | 2015-2016

EDUCATION

California State University, Northridge – BS 2019
Moorpark College – AS 2016

GRADUATION PROJECTS

– Sattelite Laser Communications by NASA
– Airplanes 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 γVersion
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