

Rafeek Mhajne

Junior Software Engineer | IT Support Specialist

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Professional Summary

Junior Software Engineer with a B.Sc. from SCE – Sami Shamoon College and practical experience in IT support at Dell. Proficient in troubleshooting, system administration (Windows/Linux), and core networking protocols such as TCP/IP, DNS, DHCP, and VPN. Currently pursuing the CCNA certification to deepen expertise in network infrastructure and operations. Eager to contribute to NOC, Help Desk, or IT support roles with strong problem-solving skills, and a mindset focused on system stability and user satisfaction.

Technical Skills

- *Programming Languages:* Python, Java, C++, JavaScript, SQL, C.
- *Protocols:* TCP/IP, HTTP/HTTPS, FTP, DNS, DHCP, VPN, SMTP.
- *Troubleshooting & Diagnostic Tools:* ping, ipconfig, Wireshark, Event Viewer, Task Manager, Remote Desktop.
- *Disk Management:* CHKDSK.
- *Support & Networking:* Active Directory, Remote Desktop, Network Configuration, Ticketing Systems, Subnetting, Routing, Firewall Basics.
- *Hardware & Peripheral Management:* Server setup basics, PC troubleshooting, printer installation, router and switch configuration.
- *Web & APIs:* HTML, CSS, REST API Integration, React.js
- *Databases:* MySQL, MongoDB, SQL

Professional Experience

Technical Support Specialist, Dell — Oct 2023 – Present

- Troubleshoot and resolved hardware and software issues for computer / servers and workstations.
- Train and support new team members by introducing them to internal workflows, tools, and best practices, with a focus on using the Salesforce-based ticketing system.
- Installed, configured, and maintained Windows OS environments.
- Documented resolutions in knowledge base to improve team efficiency.
- Supported network configuration and Active Directory user management.

Education

B.Sc. in Software Engineering, Sami Shamoon College — Expected August 2025

Projects

- **Online Shopping**- MVC Website using MVC architecture with features for product management, user roles, shopping cart, and secure payment processing. Admins managed stock and orders, while users could search, filter, and purchase products.
Technologies: MVC Framework, HTML/CSS, JavaScript, SQL
- **Hospital Management System**: Built a secure system for doctors, clinic managers, and patients to manage appointments and medical records
- **Computer Troubleshooting Website** Developed a web-based troubleshooting system using Java to diagnose computer issues and identify whether the problem is hardware- or software-related. The system provides step-by-step analysis and repair suggestions through a simple and user-friendly interface.

Community Service

- Perach Mentor (2022–2024) Supported children of inmates with educational and emotional guidance.
- STEM Mentor, Siraj Technologies (2020–2023) Guided Bedouin students toward tech careers and reduced dropout rates
- Volunteered at a special needs school, supporting students' learning activities.

Languages

- Arabic (Native), Hebrew (Fluent), English (Intermediate)