Fuad Jamal Duale

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EDUCATION

SAN DIEGO STATE UNIVERSITY   San Diego, CA
Bachelor of Science   Expected May 2025
Major in Management Information Systems ; Minors in Computer Science
Relevant Coursework: Network and Security Management, Database Design, System Analysis, Web Development

WORK EXPERIENCE

Iftin Charter School   San Diego, CA
IT Help Desk Specialist   July 2024 – Present
- Provided IT support to staff and students, troubleshooting Windows, macOS, and network issues.
- Ensured smooth system operation through network performance monitoring and proactive maintenance.
- Managed network infrastructure, including routers, switches, and access points.
- Supported educational technologies such as smartboards and projectors to enhance the learning environment.
- Collaborated with faculty on technical needs and provided training on software tools.
- Demonstrated effective multitasking and problem-solving using ticketing systems.

Library & Information Center of ATEI   Thessaloniki, Greece
IT & Software Development Intern   Dec 2023 – Jan 2024
- Spearheaded a project on Augmented & Virtual Reality, focusing on E-Learning platform development from conceptualization to deployment.
- Developed a user-friendly Graphical User Interface (GUI) using Python for real-time data visualization, enhancing operational efficiency and user experience.
- Played a crucial role in back-end development projects, employing agile methodologies to ensure timely and effective project delivery.

PROJECTS

Python-Based Graphical User Interface (GUI) for Underwater Drone System   Thessaloniki, Greece
Library & Information Center of ATEI   Jan 2024
- Created a GUI capable of interfacing with underwater drone sensors.
- Visualized critical data parameters including density, pH levels, temperature, and pressure.
- Enabled real-time data visualization using dynamic graphs and bars.
- Enhanced monitoring and analytical capabilities for better data-driven decisions.

ACTIVITIES

National Society of Black Engineers (NSBE), SDSU Chapter   San Diego, CA
Committee Member   Sep 2022 – Present
- Engaged in activities to promote diversity in engineering and technology fields.
- Participated in regional conferences and networking events to connect with industry professionals.
- Collaborated with peers on community outreach projects aimed at inspiring young students to pursue STEM careers.

SDSU Cyber Security Defense team   San Diego, CA
Committee Member   Sep 2022 – Present
- Attended workshops and training sessions on cybersecurity fundamentals and ethical hacking.
- Participated in Capture the Flag (CTF) competitions to enhance practical knowledge of cybersecurity tools and techniques.
- Contributed to discussions on current cybersecurity challenges and best practices

ADDITIONAL

Technical Skills: Python, Java, SQL, HTML, JavaScript, Microsoft Office Suite (Word, Excel, PowerPoint, Access), Router and Switch Configuration, GUI Design, Network Troubleshooting
Languages: Fluent in Somali, English