



Rodaina Mohammed

Technical Support
Web Designer



About

Hi, I'm Rodaina Mohammed Elhady, an Information Technology professional with 2 years of experience specializing in Technical support and web designing. I have a passion for helping people resolve technical issues they face in their daily lives.

Education

Dr. Mahmoud Omar (2019-2022)

Attended and graduated from high school during this period.

MITU (2022-2023)

I have joined Miser International Technological University. Faculty of Industry and Energy Technology. My department is Cybersecurity.





Internships

01. Ministry of Communications - Google Technical Support Internship

June 2024 – October 2024

- Participated in an extensive training program focused on Google Technical Support.
- Acquired skills in troubleshooting, network support, and IT service management.

02. Ministry of Communications - Web Design Internship

August 2024

- Completed a one-month intensive training in web design, learning about UI/UX principles, HTML, CSS, and JavaScript.
- Designed and developed responsive websites using modern web development techniques.

Skills & Tools



Skills

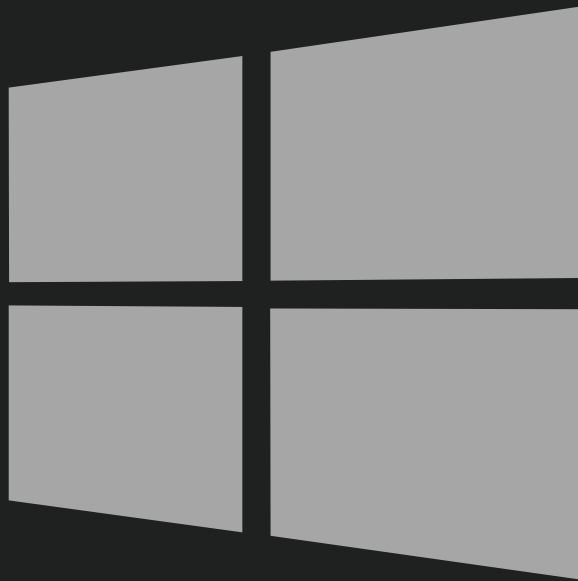
- Technical support
- Communication skills
- Troubleshooting & Problem-Solving
- Cisco CCNA Fundamentals
- Responsive Design
- Computer skills
- IT Service Management (Google IT Support)



Tools

- Windows
- Linux
- Bash
- Python
- VMware, Virtual Box
- Tkinter
- HTML, CSS, JS
- Shell

Projects



Tech Ease

Windows tool for resolving daily technical support issues efficiently using python, ctk library and shell.

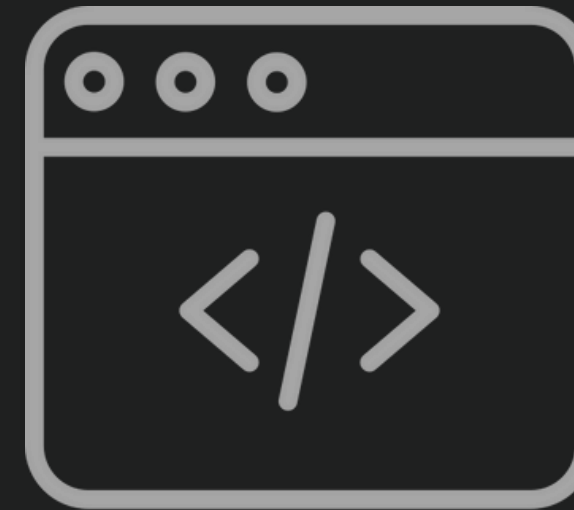
[Show](#)



Kali

Linux tool for resolving daily technical support issues efficiently using python, ctk library and bash.

[Show](#)



Tradx

I have been designed the “Tradx” website using HTML, CSS and Java script.

[Show](#)

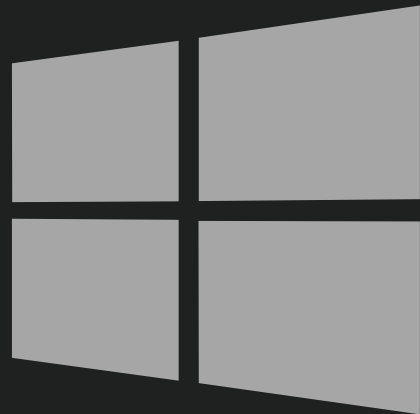


Typing speed test

An application to calculate typing speed on keyboard using python and custom tkinter library.

[Show](#)

Services



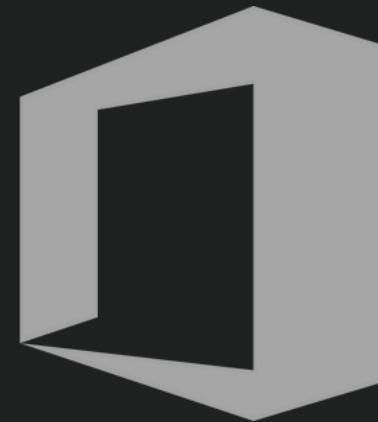
Install Windows

I install Windows and provide step-by-step guidance, ensuring it works perfectly and teaching you to do it yourself.



Linux

I install all Linux distributions, ensuring proper functionality, and provide step-by-step guidance using VMware or VirtualBox.



Office and Windows Activation

I easily activate any version of Office and Windows, ensuring full functionality and providing support throughout the process.



Web sites

I replicate website designs with precision, ensuring a similar look and feel while maintaining functionality and responsiveness.



Mobiles

I create desktop applications using Python and the CTK library, ensuring a smooth user experience and functionality.






Network

I can fix most of network issues.



Contact

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