RAEEF ALKHADOUR

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Syria - Damascus

Summary

Highly motivated IT and Systems Engineer with strong expertise in network operations, system administration, and IT support across enterprise environments. Proficient in programming, database management, and cloud-based technologies, with hands-on experience in troubleshooting, virtualization, and cybersecurity. Skilled in leveraging AI-powered tools such as ChatGPT, Grok, and Generative AI applications to improve efficiency, automate workflows, and deliver innovative solutions. Known for rapid learning, analytical problem-solving, and effective collaboration within cross-functional teams in dynamic and technology-driven environments.

Skills

- **AI Tools & Productivity:** ChatGPT, Grok, GitHub Copilot, Notion AI, Generative AI applications (prompt engineering, workflow automation).
- **Programming Languages:** Python, Java, C++.
- **QA & Project Management:** Jira, Agile/Scrum methodologies, Software Testing (functional, usability, performance)
- **Web Development & E-Commerce:** WordPress, Shopify, HTML5, CSS3, JavaScript, MySQL
- **Systems & Networking:** Linux, Windows, VMware, Active Directory, Network Design & Security
- **Soft Skills:** Communication, Decision-Making, Rapid Learning, Team Collaboration

PROFESSIONAL EXPERIENCE

Engineer | Network and systems operation office
Takamol.Co, Damascus | 2024 - 2025

- Monitor and maintain network infrastructure (routers, switches, firewalls, and security policies) to ensure 99.9% uptime, applying network security best practices to prevent cyber threats.
- Troubleshoot outages, escalate incidents, and document resolutions in compliance with SLAs.
- Perform root cause analysis (RCA) for recurring network issues and implement preventive measures.
- Collaborate with cross-functional teams to optimize network performance and security.
- Solve technical problems in other departments.
- Build and manage VMware virtual machines (VMs), deploying software solutions and maintaining existing systems for optimized system administration.
- Configured and maintained user accounts in Active Directory, managing user permissions, security policies, and troubleshooting authentication issues in a secure IT support environment.

Communication Engineer
General Organization of Remote Sensing, Latakia | 2021 - 2022

- **Head of Purchasing Committee**
  - ➢ Led procurement strategies for a research branch, securing high-quality equipment and supplies while reducing costs by 15% through vendor negotiations and bulk purchasing.
  - ➢ Ensuring compliance with financial guidelines and timely delivery of critical resources for projects.

- **Head of Transportation Committee**
  - ➢ Supervised transportation logistics for employees, including buses and related contracts, improving scheduling efficiency by 20%.
  - ➢ Negotiated cost-effective contracts with service providers, ensuring compliance with safety standards and operational requirements.

- **Research Project Coordinator**
  Collaborated on multiple space-related research initiatives, focusing on data collection and analysis for remote sensing applications.

IT Help Desk Engineer
Various Locations | 2015 - 2023

- Provide first-line IT support to end-users via phone, email, and ticketing systems, resolving troubleshooting issues related to Windows, Linux, and enterprise software applications.
- Diagnose and troubleshoot complex hardware, software, and network security issues on desktops, laptops, and mobile devices within an enterprise IT support environment.
- Install, configure, and update **operating systems, software applications.**
- Document and escalate complex technical issues to the **appropriate IT teams** for resolution.
- Monitor and maintain **network connectivity**, resolving basic LAN/WAN and Wi-Fi issues.
- Leveraged **AI assistants** (ChatGPT, Grok … etc.) for troubleshooting documentation, knowledge base creation, and faster incident resolution.

Freelance IT Engineer
Remote | 2015 - Present

- Built and deployed a full-featured **WordPress e-commerce website** (Matager Website).
- Gained hands-on experience with **Shopify** by developing and customizing demo stores.
- Performed **QA testing** for two client websites using Jira and Agile/Scrum practices to ensure functionality, usability, and performance.
- Prepared **engineering research projects** and guided students in multiple fields.
- **Incorporated AI tools** (ChatGPT, Grok … etc.) to design interactive learning materials, automate coding assistance, and provide innovative teaching methods.
- Delivered tutoring in **programming**, **web development**, **databases**, and **networking**
- Guided and mentored students in **graduation projects** in programming and electronics (e.g., IoT Smart Home, Traffic Controller, Online Exam System).

Certifications & Training

- The Bits and Bytes of Computer Networking | Google | 2025
- Node.js Backend Basics with Best Practices | Deprecated Guided Projects | 2024
- Introduction to Networking and Storage | IBM | 2024
- Introduction to Project Management | Coursera | 2024
- Introduction to Generative AI | Google Cloud | 2023
- Crash Course on Python | Google via Coursera | 2023
- Introduction to Back-End Development | Meta via Coursera | 2023
- Cybersecurity and its Ten Domains | University System of Georgia via Coursera | 2022
- Cybersecurity Job Search and Interviews | University System of Georgia via Coursera | 2022
- Network Security | (ISC)² via Coursera | 2022

ADDITIONAL COURSES

- Foundations of IT Support | Google IT Support
- CCNA 200-301

EDUCATION

Master's Degree in Communication Engineering
Tishreen University, Latakia | Present
- 1st year GPA: 90%

Bachelor's Degree in Electronics Engineering
Tishreen University, Latakia | 2019
- GPA: 81.6%

Technical Projects

RT Examination Website (Graduation Project)
- Developed a web-based application using HTML, CSS, jQuery, PHP, MySQL, and JavaScript that allows teachers to upload questions and students to take exams online, incorporating database management and software engineering principles.
- Features include random question selection, automatic grading, and result notifications.
- Scored 95% in the final evaluation.

Matager Website (WordPress)
Designed and implemented an e-commerce platform with multiple payment methods and a user-friendly interface.

LANGUAGES

- Arabic: Native
- English: B2 (Upper-Intermediate)