Youssef Rajeh

IT Support Specialist | Hardware, Windows, Networking & Cloud

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PROFESSIONAL SUMMARY

IT support professional with five years of hands-on computer sales and service experience: diagnosing hardware and software problems, installing Windows, applications and drivers, and upgrading hard drives and RAM for customers. Completing Fanshawe College's Computer Programming and Analysis program in December 2026 (3.93 GPA, Dean's Honour Roll), with coursework in network fundamentals, secure computing and client-server systems, and hands-on experience deploying web apps with Docker and managing DNS in AWS. Brings 15+ years in manufacturing as a calm first responder to breakdowns who documents fixes and explains them clearly. Lives in London and is available to start now.

TECHNICAL SKILLS

Technical Support: Windows 10/11 Setup & Troubleshooting, Hardware Troubleshooting & Repair, PC Parts & Compatibility, RAM & Hard Drive Upgrades, Driver & Software Installation and Updates, Application Support, End-User Support & Training

Networking & Security: TCP/IP, DNS, Client-Server Architecture, Authentication & Access Control

Cloud & Tools: AWS (DNS), PowerShell, Docker, Render, Git, GitHub, GitHub Actions CI/CD, XAMPP (Apache), Visual Studio, VS Code

Productivity Suites: Microsoft Office (Word, Excel, Outlook, PowerPoint), Google Workspace (Gmail, Drive)

Programming & Databases: C#, JavaScript, Python, SQL, PHP, Java; SQL Server, PostgreSQL, MySQL

Process & Documentation: Root Cause Analysis, Technical Documentation, SOP Development, Agile/Scrum

IT EXPERIENCE

Computer Technician – Sales & Service **2001 – 2006**

Computer Service Shop | Syria

- Served as the first point of contact for walk-in customers, diagnosing hardware, software and operating system problems and resolving them.
- Installed and configured Windows, applications and device drivers, and updated drivers and software to fix compatibility and performance issues.
- Upgraded customer computers by installing and replacing RAM and hard drives to expand memory and storage capacity.
- Advised customers on computer parts, checked component compatibility and sold parts to fit each customer's needs and budget.
- Explained problems and fixes in plain language so non-technical customers understood what was done and why.

OTHER PROFESSIONAL EXPERIENCE

Plastic Blowing Section Supervisor **May 2020 – Sep 2022**

Hoka Industrie | Douala, Cameroon

- Acted as first responder to equipment and process breakdowns on the line, staying calm under pressure, finding the fault and restoring production quickly to minimize downtime.
- Diagnosed root causes of operational and quality defects, implemented corrective actions, and updated quality control documentation to prevent repeat issues.

Laboratory Technician | Production Manager **Nov 2006 – Sep 2020**
Madar Group & SICCO & Hoka Industrie

- Performed structured testing protocols and quality control analysis on production samples, documenting results to support internal audits and regulatory compliance reporting.
- Applied rigorous QA/QC standards in a regulated manufacturing environment, identifying defects and communicating technical findings clearly to non-technical stakeholders.

EDUCATION

Computer Programming and Analysis – Advanced Diploma (Co-op)
Sep 2023 – Expected Dec 2026 | Fanshawe College | GPA 3.93, Dean's Honour Roll
Relevant Coursework

- Network Fundamentals for Programmers
- Secure Computing (PHP)
- Client/Server Application Development
- Relational & Advanced Databases (SQL)
- Mobile Development (Android)
- Emerging Technologies (Python, AI)
- Full-Stack Web Development
- Systems Analysis & OO Modeling

Applied Chemistry – Bachelor's Degree **Sep 2001 – Jan 2006 |** Damascus University
Transferable Skills: Analytical Problem-Solving, Statistical Data Analysis, Experimental Design & Method Validation, Laboratory Documentation & Technical Reporting

TECHNICAL PROJECTS

Full-Stack E-Commerce Platform | https://fullstack-lofy.onrender.com/
ASP.NET Core 8, Vue.js, PostgreSQL, Entity Framework Core, JWT, Docker

- Built an online store in C# and ASP.NET Core 8 where customers browse products by brand, manage a cart, place orders, and view order history, with RESTful APIs over a relational PostgreSQL product and order database accessed through Entity Framework Core.
- Secured the API with JWT authentication, integrated the TomTom Maps API for a branch locator, and deployed to Render from a multi-stage Docker build.

CampusHub – Team Capstone (in progress) | https://github.com/Youssefrajeh/Campus_hub
React, TypeScript, Node.js, Express, Prisma, MongoDB, Socket.IO, Vitest

- Building a campus platform for Fanshawe students with a capstone team, combining a marketplace, study groups, and messaging behind verified college email sign-up.
- Implemented JWT authentication with emailed one-time verification codes, password reset, user profiles, and real-time messaging; wrote API and UI test suites that run in a GitHub Actions CI pipeline so every change is tested before it is merged.

Personal Portfolio Website | https://youssefrajeh.com
Next.js, React, CSS, AWS (DNS)

- Designed and built my portfolio site in Next.js with a custom neumorphism-style UI, project showcases, and a skills section; manage the custom domain and its DNS records in AWS.

More projects (.NET/gRPC services, desktop, and C++ work): youssefrajeh.com | github.com/Youssefrajeh

VOLUNTEER EXPERIENCE

Volunteer – Marketing Team **Sep 2025 – Present**
MWN Marketing

- Contributed to digital content creation and supported marketing team coordination.

LANGUAGES

- Arabic — Native/Fluent | English — Advanced | French — Beginner