Youssef M. Makki   Resume 2018

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Experience

➢ **Professional Freelancer** at **Makki Tech**   *September 2015 – Till Date*

- **Provide First Level Support for small and home business through:**
  - Minimizing interruptions in computer systems and related equipment, solving incoming interactions from clients.
  - Install and configure domain controller's global catalogs using the newest technology.
  - Support in configuring and managing active directory services.
  - Create and manage users, computers, network printers and devices in active directory.
  - Set and manage security groups using group policy manager.
  - Install and manage Servers, computers and network printers.
  - Repairing/replacing broken parts on laptops and desktops.
  - Install new software.
  - Testing and troubleshooting when they run into problems.
  - Research IT issues and provide alternate solutions and recommendations
- **Build own projects:**
  - Program scripts and applications
  - Create & maintain websites
- **Private tuitions and teaching support**
- **Technology R&D specialist**

➢ **Software QA Engineer** at **ITXI**   *August 2017-Dec 2017*

- Coordinate with design and development teams.
- Defining test approaches, creating test automation/scripting and executing required tests.
- Define test strategies, including integrated, regression, automated and functional testing- Issues, defect and bug detection
- Reporting and retesting using mantis bugs tracking system (JIRA/KANBAN BOARD).
- Conducting software quality assurance in the Integrations (APIs) department
- Verifying quality of development standards, requirement and business logic are bugs free achieved.

➢ **Teaching Assistant** at **LIU**   *November 2016 – July 2018*

- Help instructor/teacher with record-keeping such as:
  - Tracking attendance and calculating grades
  - Prepare for lessons by getting materials ready or setting up equipment.
  - Supervise students in class and lab.
  - Evaluate students' exams, assignments, quizzes and projects.

➢ **Project Delivery** at **GeoVision S.A.L.**   *May 2016 – August 2016*

- Receiving tickets and problems.
- Troubleshooting/analysing and submitting issues to technical team, and follow-up on closing tickets.
- Test and QC Software Applications updates, including Debugging and Troubleshooting.

- Analysis and Documentation of new client's requests and requirements and clearly convey them to the technical team.
- Document Functionalities of Software Applications and prepare Manuals.
- Perform End-User training and prepare the Training Materials.
- Maintain excellent relationships with the customers.
- Support the on-call day and night (24X7).

➢ **Automation Engineer & Technical Services Specialist** at **Consultation pour Systèmes Informatique (ISC).** *July 2015 – September 2015.*

- Managing clients' projects.
- Managing and maintaining user's contracts.
- Training for clients and providing brief documentation.
- Analysing customer's IT and Technology's requirements.
- Analysing and designing software and applications matching users' requests in a better vision.
- Supervising Technical team members and follow-up them process outsourcing.
- Implement and Manage technologic services (Automation equipment and tools).
- OEM renewal.
- Application development (and customization).
- Servers and high level technical support.

➢ **IT Network Admin Assistant** at **Easa Husain Al-Yousifi & Sons**
   June 2012 - June 2015
- **IT Help-desk Technical Support.**
   o Assistant in handling the IT operations overall the enterprise.
   o Upgrading end user applications to have unified systems for around 750 users.
   o Implementing and Managing Kaspersky through Security Centre v 10 for 500 users.
   o Maintaining Powerful Networks all over the enterprise 14 branches.
   o Managing security servers.
   o Managing IT services according to ITIL, ITSM standards.
- **Testing E-commerce Website "www.best.com.kw/" in its initial stages.**
- **SAP Projects Data Validation and verification.**

➢ **IP-PBX Technical Support** at **Easa Husain Al-Yousifi & Sons**
   January 2015 - April 2015
- **Programming and Installing Panasonic IP PBX.**
   o Sites IP PBX Installation and Configuration, Specifically for Panasonic NCP, NS and TDE variants
   o Sites Support and Provide telephone or remote assistance to resolve issues.
   o Regularly update internal customer records with job status.
   o Update paperwork on projects and customer documentation.
   o Connecting all branches of the enterprise with the Head-Quarter and showrooms.
   o Installing Supporting Software s such as Panasonic Communication Assistant Application (CA) to help all employees to communicate with each other easily.
- **Workshop Admin.**
   o Receiving calls and distributing tasks to all workshop technicians.
   o Follow-up bills and archives and administration tasks.

➢ **Web DBA (Data Base Admin)** at **Ubuy Kuwait**   *April 2012 - May 2012*

- Entering and modifying the website data in a professional manner to make the website more attractive and interactive to gain more buyers, by using high-resolution attractive product photos and marketing words... etc.
- Dealing with Vendors and convince them to advertise with us for more quantities.

Education & Certifications
o **Masters of Science in Computer Science, Software Engineering & Networking**
  Attended 4 Semesters in Lebanese International University, 2016 – 2018.
o **Bachelor of Computer Applications (BCA), Computer Programming, Specific Applications**
  Grade: Second Class. Bangalore University, 2008 – 2011.
o **Microsoft Certified Solutions Associate (MCSA)**
  The Everest Academy April 2010.
o **Cisco Certified Network Associate (CCNA)**
  Inter Labs Technologies July 2011.
o **Microsoft Office 2007**
  Sanford Computer Academy April 2009.
o **Computer Maintenance**
  Science Club of Kuwait July 2004.

Additional Independent Courses
  ✓ CCNA Security.
  ✓ FingerTec Finger-Print Access Control devices.
  ✓ Network Security (KasperSky).
  ✓ Software Engineering, Testing.
  ✓ A+ Computer Hardware.
  ✓ Panasonic IP-PBX (NCP, NS) - IP-Telephones (NT) - Panasonic Communication Assistant Application.
  ✓ Panasonic Unified Communications Solutions "Poltys".
  ✓ Project Management.
  ✓ Introduction to Banking & Insurance
  ✓ Soft Skills (Interpersonal Communication Skills).

Projects
o **Network Lab setup for Arab Student at "Everest Academy" in Bangalore, India**
  April 2010.
o **An Educational game at "Bangalore University" in Bangalore, India**
  November 2010.
o **Buss System Management at "Bangalore University" in Bangalore, India**
  May 2011.
o **FFMS at "GeoVision S.A.L."**
  August 2016.
o **ECO-Box at "NAWAYA Network"**
  July 2017.

Expertise
  ✓ PDAs Devices (Motorola, M3).
  ✓ Data Base Server Management: MS-SQL.
  ✓ Visual Studio (2013/2015).

- ✓ IT Technical Support.
- ✓ IP PBX Technical Support (Panasonic).
- ✓ Small Project Management.
- ✓ Data Base Management Systems: MS-SQL, SAP.
- ✓ Networking: CCNA, MCSA.
- ✓ Automation Devices: Fingerprint,
- ✓ Programming Languages: UNIX, JAVA, JavaScript, C, C++, Visual Basic, C#.
- ✓ Simulation systems: Cisco Packet Tracer, GNS3.
- ✓ VMware Workstation.
- ✓ Operating Systems: Windows (10/ 8.1/ 7/ Vista/ XP), Ubuntu.
- ✓ Microsoft Office (2016Pro/O365/ 2013/ 2010/ 2007/ 2003).
- ✓ Documentation.

Skills

- ✓ Design thinking.
- ✓ Quick Learner.
- ✓ Ability to work under pressure.
- ✓ Have good interpersonal communication skills.
- ✓ Work effectively within work team.
- ✓ Have good planning and controlling project skills.
- ✓ Ability to absorb negative actions from others with keeping the smile.
- ✓ Ability to provide Training & Teaching Skills.

Interests

- ✓ Following up Scientific Researches and its latest updates.

Personal Information

Date of Birth **:** August 1990.
Nationality **:** Lebanese.
Marital status **:** Single.
Visa status **:** Citizen.
Driving license **:** Available.

Languages

Arabic **:** Mother Tongue.
English **:** Reading, Writing & Speaking (very good).