

**NAME:** ELIAS SARKIS

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### **To Whom It May Concern:**

I come to you with a background that is unique and distinctive from other applicants.

My core strength, includes, but are not limited to having an approachable and professional manner at all times as well as inputting data accurately and quickly, researching and reporting information that are beneficial and essential for the task handled, and meeting all set deadlines. These points, coupled with my skills and experience in managing all IT tasks and technological aspects, hardware and software management, along with the ability of teaching IT courses to all classes, makes me very confident of applying with no hesitation.

In addition, my professional experience extends to researching the latest technology integration in schools and the educational field (researching, installing and implementing tablets and panels in schools), cooperating with Chinese and Korean suppliers for hardware deals and building new school information system and learning management system.

Therefore, I would welcome the chance of an interview, where we would be able to discuss in greater detail the value and strength I can bring your esteemed organization.

Thank you for your time and I look forward to hearing from you.

MAR CHAAYA, EL MZEKKE  
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## **EDUCATION**

**Year 2007 – Year 2010**

**Antonine University - Baabda, Lebanon**

*Bachelor of Sciences in Telecommunication and System Engineering*

Major courses taken are HTML, PHP, C/C++, C Sharp, Security, Delphi, Information System, UNIX, Ubuntu and other technical courses related to information technology.

**Year 2006- Year 2007**

**College Des Soeurs Antonines – Roumieh**

*Lebanese Baccalaureate – II Sociology and Economics Section*

## **PROFESSIONAL EXPERIENCE**

**July 2017 to present**

**Cedardata Systems – Beirut**

**R&D Manager:** Researching latest technology integration in schools and the educational field. In addition, researching, installing and implementing tablets and panels in schools. Training teachers and students on software and hardware use and installing student books on tablets. Installing **kiosk mode** on tablets, lock tablet, disabling USB ports and windows store, working on windows and android tablets.

Cooperating with Chinese and Korean suppliers for hardware deals. Build new school information system and learning management system.

Technically supporting the IT managers in the schools.

Supporting Dar el Moufeed publisher in Lebanon.

**July 2013 to 2017**

**LWIS Network, Lebanon**

*Information and Communication Technology Manager & IT Teacher*

Major responsibilities are working on school connection portals and servers, preparing and installing all e-books (student and teacher editions), training staff members on the recommended software like EDMODO and e-School, installing new connection systems through the campus. In addition, teaching IT to all classes (grades 1 through 12) and preparing lesson plans accordingly.

Teaching IT for students with learning support needs by preparing, following and applying yearly objectives for each student depending on their case.

**Year 2010 to 2017**

**Telesupport International, ITG - Jal el dib, Lebanon**

**Department:** Inconet Data Management

**Position:** Support Team Leader

Major responsibilities are leading a team of 20 technicians working with all wireless machines, troubleshoot Wi-Fi hotspot issues, and DSL modems configuration.

Configuring and troubleshooting all wireless broadband machines (Mobi, Pesco, Wigo, Ifly)

Evaluating, analyzing and resolving all kinds of Wireless and IT problems.

Providing customer services, leading workshops on communication skills, creating, developing and maintaining relationships with all customers.

Managing team schedule and developing evaluation reports for agents.

Department: Customer Service/Telesupport

Position: Senior Representative

Major responsibilities were training fresh technician team members, installing and configuring modems and routers, advising and guiding clients with their technical problems over the phone.

Covering customer service for: Bank Audi, AXA Middle East, Mitsulift, BLC Bank, Toshiba, Abela Freres Lebanon

Department: Computer Association

Position: IT Consultant

Researching, managing, and handling client issues

## **INTERNSHIPS**

**July 2010 - Sep 2010**

**Middle East Airlines - Beirut, Lebanon**

Major trainings:

Advised and guided employers with their technical problems over the phone.

Installed and configured IP phone, servers, and networks.

Developed air plane track and managed employees' internet access.

Synchronized blackberry system with outlook program

**August 2009**

**Unilog, Berytech - Mansourieh, Lebanon**

Internship in the development department covering share point and SQL databases

## **TRAININGS AND WORKSHOPS**

Qosmio DX730, and Portégé Z830 for Telesupport International

## **EXTRACURRICULAR CERTIFICATES**

Certificate for Pool Monitor/Lifeguard by the Ministry of Tourism

Certified as a Senior Life Saver by Y.M.C.A

Certified as a Junior Life Saver by Y.M.C.A

Certificated as a Wall Climbing Monitor by Putt-Putt Golf & Games

## **EXTRACURRICULAR ACTIVITIES**

Red Cross – Lebanon

Training and volunteering for first aid rescue on the field.

## **LANGUAGES**

*Arabic, French and English:* High skills in speaking, writing and reading.

## **REFERENCES**

Available upon request.