

## **Hisham Faraj**

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### **Profile**

I am an IT Manager with a Microsoft Certified System Engineer qualifications, Database Administrator, Website Administrator and Network support specialist with 10+ year's hands-on experience in PC/Mac/Linux Environments. I have Extensive knowledge in hardware troubleshooting, installation and configuration. I have perfected supporting and implementing of LAN & Wireless environment including Cisco Routers IOS, Switches and IP Phones. I have also Planned and Prepared solutions for Digital Signage (LED Screens, Led TV's & etc...), IPTV (Video over IP Solutions) such as "Exterity" .Scheduled Backup/Disaster recovery plans with Tapes, NAS Drives, Etc. Moreover I have Structured and Centralized solutions over Windows Server 2003/2008/2012 including Installation, Implementation and Configuration with Virtualized Environment such as (VMware V sphere & Citrix Xen Server), Active Directory, Domain Controllers & VPN Servers. My Experience also includes Opera PMS and POS Systems installation and configuration of Micros Vision & Unicenta.

I am a success-driven team leader who continually meets and exceeds goals through a systemized & organized manner.

My Focus is Customer-driven; I am highly motivated individual, fast learner with excellent interpersonal, verbal, written communication skills, and professional etiquette.

I have a history in flexibility and I am able to handle constant change and interruption.

I am able to prioritize work proactively and delegate tasks by connecting and distributing roles accordingly.

I have a proven ability to work in a fast-paced, challenging environment.

I am persistent in diagnosing and tackling problems and I am a peak performer under intense pressure and tight deadlines.

I was exposed to diverse internal and external technical environments and was recognized for ability to manage teams and multiple tasks simultaneously.

I have gained more than six years' experience in business operations, management, and IT Product Budgeting, Negotiation and Sales.

### **Areas of Expertise**

- Access Control & IP Camera Installation And Configuration
- Digital Sinage Configuration
- IPTV Installation And Configuration
- Microsoft Dynamics Administration
- Citrix XenServer Administration
- Parking Management System Administration
- Database MySQL , MS SQL , Oracle Administration and Reporting
- WordPress Creation , Publishing and Hosting

- Social Media Marketing
- MS Sharepoint Administration

## Experience

[ Premiere Group LDA ], [Maputo, Mozambique]

2014 to 2014

### [ IT Manager ]

Managed A Team of nine members for a fast growing Mall in Maputo, Mozambique. The Business included more than 100,000 line items which were added to the system this included bar code printing, inserting invoices into the system, quantity surveying and follow up with team members for quality control. My job role also included Installation, implementation and management for all servers, networking products, Points of Sale, CCTV, access control and digital signage.

[ Tahseen Khayat Group ], [Beirut, Lebanon]

2011 to Present

### [ IT Infrastructure and Support Administrator ]

My job as an IT Administrator at Tahseen Khayat Group, I had the privilege to work in the curriculum development environment and prepared for training sessions, workshops in Lebanon and abroad. In my work as an administrator for the Iraq English Language Curriculum (10/2014 - 12/2014), I had the chance to apply my IT skills to facilitate the training sessions and assist in all IT related issues for more than 3,000 Iraqi English Language Teachers in several Hotel locations in Lebanon. I also had the chance in giving out training sessions for new software provided for the company. Moreover I had contributed in a hotel project based in Bliss Street Hamra Beirut. The Hotel Name is 1866 Courts and Suites. My contribution in the hotel made me gain experience with Opera PMS administration, Micros Vision POS Administration and reporting and IPTV Installations and Configurations.

Briefly, I have:

Organized and contributed in two training sessions for three consecutive months. One session took place in Erbil, Kurdistan and the second session in Beirut, Lebanon.

Completed research in several IT related Technologies and Social Media Marketing.

Carried out IT Projects to support our company's needs.

I have Administered all the Company's Websites.

I am competent in all Microsoft Office software, including Adobe suite and speak and write fluently in English and Arabic Language.

- Designed, implemented, and support of LAN, WAN, and wireless networks products (Including Cisco IP Telephony).
- Configured and maintained switches, routers, and network devices.
- Installed and administered Active Directory, Exchange, sharepoint and provided technical support services for those servers (Win2003/2008/2012/Ubuntu/Mikrotik), Client systems (WinXP/Vista/7/8/Linux/Mac OSX)
- Installed and Configured various client/server applications, including backup and restoration of data, OS upgrades, security patches, and user account creation and maintenance.
- Installed, configured, and maintained domain controller, SQL administration, Exchange, DNS, DHCP and IIS/WAMP
- Created and managed user accounts and groups, and set up trusts among the domains.
- Provided support for security initiatives, such as virus protection, and firewall administration.
- Documented and tracked calls and solved trouble tickets daily.
- Design and supported storage area network (SAN) and performed backups.
- Company's Website Administration
- Testing of E-Learning Applications and Websites
- Exchange Mailbox Administration
- Data Manipulation and Report generation On various DB (MySQL & MS SQL)

[ AlMawarid Bank ], [ Beirut , Lebanon ]

2009 to 2011

**[ IT Card Embossing Officer / Swift Operator ]**

- Card Production & Generation "Visa, Maestro, MasterCard"
- Statement Printing
- E-Statement Processing
- Crystal Reports & Oracle DB Reporting
- "Bank Works" Banking System Operations
- Client Fee, SMS Fee, Card Fee & Late Payment Fee Generation
- Billing Cycles Processes and Procedures
- Turbo Swift System Operation
- SNL System Operation
- Printout Incoming & Outgoing Swift Statements
- Organize Swifts Statements For Dealing Room and Correspondent Accounts Department
- AS400 reports extraction and generation of cards

[Explore Computer Store ], [ Beirut , Lebanon ]

2006 to 2009

**[ Senior Desktop Support Technician ]**

- Supervised junior technicians and trainees.
- Created a database for tracking repairs and replacements.
- Set up and directed trade shows, conferences and training.
- Trained customers & employees in several PC-related topics.
- Tracked stock and maintained records of inventory.
- Diagnosed and repaired server/workstation, network connectivity and Hardware troubleshoot issues.
- Deployed desktop applications.
- Used Remedy support tool.
- Supported Pocket PC / Smartphones, Internet Connections (DSL), VPN, Exchange and Office Environment.

[ X-Celerate Computer Shop ], [ Beirut , Lebanon ]

2005 to 2005

**[ PC Maintenance Technician ]**

- Performed Computer assembly and maintenance.
- Network support, installation and configuration.

[ TechnoZone Computer Store ], [ Chouiefat , Lebanon ]

2003 to 2005

**[ Pc Maintenance Technician ]**

This was my very first adventure. We open up TechnoZone SARL a family owned Business For computer assembly and support. My baby steps into the world of IT which I Admire the most. The Business has been there since 1999 but since it is not legal to state that I worked there ever since the time it open as part timer because I was under the legal age to work, I will keep that as our little secret.

## **Education**

[ American University Of Science & Technology ], [ Beirut , Lebanon ]

2003

[ Freshmen Science ]

[ Chouiefat Modern School ], [ Chouiefat , Lebanon ]

2002

[ Grade 12 American Program ]

## **Additional Skills**

- Operating Systems : Windows 98/NT/XP/Vista/7/8 Versions, Windows 2000/2003/2008 & 2012 Server Edition , MikroTik Os (Router Os), PfSense Firewall Os , FreeNas NAS OS, Mac Os. Good Experience on Various Linux Distributions such As Ubuntu / CentOS / Astericks(Elastix).

- Hotspot Servers, VPN Servers, FTP Servers, Cloud Services, Virtualization, SMTP/Exchange Server 2010/2013 including web access with certifications. Active Directory Services 2003/2008/2012, Network Cabling / Patch Panel Termination, Wireless Installation & Configuration, CCTV & IPTV Installation & Configuration, Access Cards Installation & Configuration.
- Brand Familiarity : Lenovo, Toshiba, Compaq, HP, Dell, Gateway, Macintosh, Samsung .Printers : Konica Minolta, Brother, Epson, HP and Canon. Network Devices : D-link, TP-Link, Linksys, 3M, LeGrand, Leviton, Net Gear, QNAP and Cisco. Motherboards : Intel Asus and GigaByte. Various Brands of wireless & network cards, Peripherals, Cabling, USB Devices, Scanners, NAS Drives including Qnap & Seagate.
- Maxxis software for Access Card control administration & configuration.
- Installed and configured Parking Management System.
- ServiceDesk installation and administration (Helpdesk system based on ITIL Standards including remote assistance, IT & networking Inventory).
- Jail breaking IOS Systems (iPhone 3-4-5-6 & iPads).Firmware upgrades/updates and rooting for all Android Devices (Samsung, HTC and Sony) & Blackberry devices.Application installations and minor hardware fixes for the above phones.
- Arduino programming and assembly of arduino robotics projects
- Installed and configured Unicenta POS System handling thousands of transactions from different locations including Kuwait , Bahrain, Qatar , Algeria & Bierut.
- Worked on Open Source Digital Signage content management system with Xibo.
- Worked on installation and troubleshooting of various picture, video, audio and production software.

### **Licenses**

Microsoft Certified System Engineer, Formatech, Bierut , Lebanon, 2008 to 2008. Certified Cisco Certified Network Associate, Arab Open University, Beirut , Lebanon, 2008 to 2008. Training Windows 2012 , Exchange 2013 & Sharepoint 2013 Examination In Progress

### **Training**

Intel Seminar 2005/2007/2008/2012/2013

Microsoft Seminar 2005/2007/2008/2012/2013

Intel and Microsoft Workshop

Attended Several Cisco, Microsoft, Mikrotik and many other Online Courses.

### **References**

Available upon request