

# Saro Jamkossian

**Nationality:** Armenian

**Residence:** Lebanon

**Mobile:** +961 3 316805

**e-mail:** jamgotchian\_saro@hotmail.com

## SUMMARY

IT Technician with 5 years of experience, worked in big corporations as well as small scale companies. Able to adapt quickly and familiarize to the working environment. Experience in managing small teams and small companies. Skilled communicator, able to build strong relationships with clients. Detail oriented and strive for perfection.

## EXPERIENCE

**IT Management Consultant - January 2019 – Present**

**Advanced Technologies for Security - Lebanon, Jdeideh**

Managing client relationship and communications, main responsibilities include:

- Dispatch team for daily tasks;
- Supervise and follow up with IT crew;
- Ensure resolution of tickets in timely manner;
- Manage tickets register to better address and prevent issues;
- Provide end of day report to senior stakeholders;
- Mentor juniors; and
- Guarantee the optimal performance of the IT team;

Focused on providing the best technical support for the clients. The major tasks covered are:

- Troubleshoot software errors such as MS Office software and others;
- Fix issues related to hardware such as printers, scanners, photocopiers;
- Resolve hardware and software failures of computers and servers (Windows, Mac, Linux, Windows Server);
- Maintain and optimize Network infrastructure and Firewalls (Cisco, Linksys, Fortinet, Sophos); and
- Preserve security and eliminate threats when emerged.

**IT Analyst - March 2017 – Present**

**serVme - Lebanon, Beirut Digital District**

Sole member of the IT department in Beirut and Dubai, main responsibilities include:

- Layout and supervise power, voice and data cabling;
- IT Purchasing;
- Document and track hardware inventory;
- Coach and mentor Success Team to better address IT-related issues with clients;
- Lead and supervise landline, PMS and POS integrations such as Cisco, Avaya, Huawei, OPERA 5, etc.;
- Conduct technical meetings with Dev Team and acknowledge the best approaches to take;
- Assist in the development, documentation and installation of the company's widget;
- Manage all the company's accounts such as: emails, applications, and web interfaces;
- Ensure email and data recovery;
- Setup company internet, Network switches, storage area network (SAN) and printers;
- Setup company PCs and Virtual Machines with clean OS (Windows, MAC, Linux) and specific licensed software for the company;
- Monitor and advise on internet usage, hardware and IT related matters to management;
- Repair defected hardware and prolong its lifetime;
- Inspect client's network and telephone systems;
- Setup hardware flagged for client delivery;
- Assist clients remotely or on premise with various issues and see their resolution;
- Provide end of day report to management.

**IT Support - January 2014 – September 2016**

**Lebanese American University- Lebanon, Byblos**

Member of the IT support department, main responsibilities included:

- Trained and briefed new IT part-timers, student assistant and helpdesk.
- Managed the Back-up software (AVAMAR) deployment in all Byblos campus;
- Maintained network and active directory (Windows Server 2012);
- Supported all the IT peripherals in Byblos campus;
- Formatted and updated Windows and MAC computers;
- Assisted users with issues associated to various applications;
- Updated managers with ticket call progress; and

<b>EXPERIENCE</b>	<p><b>Business Office Assistant - January 2012 – January 2014</b>  <b>Lebanese American University- Lebanon, Byblos</b>  Assistant in the Business Office, main responsibilities included:</p> <ul style="list-style-type: none"> <li>• Filled invoices and receipts;</li> <li>• Located records in file system;</li> <li>• Item tagging; and</li> <li>• Record keeping.</li> </ul> <p><b>Private Tutor, Lebanon - February 2005 – Present</b>  Math, Physics, Chemistry, Biology teacher, with focus on:</p> <ul style="list-style-type: none"> <li>• Deliver course material;</li> <li>• Prepare and reviewing various course exercises to student;</li> <li>• Assist with homework and teaching time management; and</li> <li>• Continuously enhance the course material understanding.</li> </ul>			
<b>PROJECTS</b>	<p><b>Capstone Design Project - September 2015 – July 2016</b>  <b>Lebanese American University- Lebanon, Byblos</b>  Creator of the Android application: “IMTAK Lottery App”</p> <ul style="list-style-type: none"> <li>• Created Android and online web application;</li> <li>• Implemented various algorithms to increase the percentage of winning the Lebanese lottery;</li> <li>• Worked with SQL Databases;</li> <li>• Used Game Theory to opt for the best solution; and</li> <li>• Tested and solved errors in the application.</li> </ul> <p><b>Embedded Systems - September 2011 – February 2012</b>  <b>Lebanese American University- Lebanon, Byblos</b>  Member of a Hardware Engineering Project: “Automated Robot Tank”</p> <ul style="list-style-type: none"> <li>• Programmed microchips with various functions;</li> <li>• Read values from proximity sensors and IR sensor;</li> <li>• Assembled Robot Tank;</li> <li>• Tested the liability of Robot Tank; and</li> <li>• Presented Robot Tank in a competition designed by LAU Byblos.</li> </ul> <p><b>Software Engineering - February 2011 – June 2011</b>  <b>Lebanese American University- Lebanon, Byblos</b>  Member of a Software Engineering Project: “Signature Detection”</p> <ul style="list-style-type: none"> <li>• Designer of the software;</li> <li>• Created the algorithms for signature detection from paper;</li> <li>• Built a simple user interface for the software;</li> <li>• Tested software for errors; and</li> <li>• Presented software to jury.</li> </ul>			
<b>EDUCATION</b>	<p><b>Lebanese American University, Byblos, Lebanon</b>  BE in Computer Engineering - June 2016  <b>Athénée De Beyrouth, Bsalim, Lebanon</b>  French Baccalaureate in General Science, Math Emphasis - June 2006</p>			
<b>SKILLS</b>	<p>Excellent communication  Ability to work under pressure  Time management  Self Motivated  Great teamwork</p>			
<b>PROFESSIONAL SKILLS</b>	<p><b>Computer Skills</b> – Microsoft Office, SQL, Java, Android, Visual Basic, PHP, C, Cisco Packet Tracer, AutoCAD, Photoshop, MPLAB, Computer formatting and driver installation</p>			
<b>LANGUAGES</b>	<b>English:</b> Fluent	<b>French:</b> Fluent	<b>Arabic:</b> Fluent	<b>Armenian:</b> Spoken
<b>HOBBIES</b>	Swimming, Football, Gaming			

*References available upon request*