

# Ali Saghir



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Lebanon, Beirut Governorate, 00961

## CAREER OBJECTIVE

Adaptable Computer and Communication Engineer aiming to leverage proven problem-solving, research and technical skills to successfully fill the support role at your company. Frequently praised as diligent by my peers. I can be relied upon to help your company achieve its goals.

## PROFESSIONAL EXPERIENCE

### Web Developer

*Ampersand Holding, Achrafieh, Lebanon / Contract June-October 2020*

- e-books for Qatar MOEHE

### Tech Support

*Sama, Hazmieh, Lebanon / Nov 2019 – Feb 2020*

- Monitoring, testing, routing, ticketing

### Quality Assurance

*Vanrise Solutions, Hazmieh, Lebanon / Aug 2019 – Oct 2019*

- T-ONE Product, participating in writing user guides for Vanrise products, working on Umbraco to publish Vanrise products' user guides

### Information Technology (Trainee)

*Lebanese International University, Beirut, Lebanon / Mar 2019 – May 2019*

- Cisco Packet Tracer, Network Administration, Windows Server, Troubleshooting, Firewall

### Network Engineer (Internship)

*Ogero Telecom, Beirut, Lebanon / Jan 2018 – Feb 2018*

- PSTN Network, Access Network, Leased Lines, International Switching

## EDUCATION

### Lebanese International University

**GPA: 3.71**

*M.S. Computer and Communication Engineer Candidate  
(June 2020)*

### Lebanese International University

**Beirut, Lebanon**

*B.S. Computer Engineer (Jul 2018)*

## ADDITIONAL SKILLS

Expertise in Manual testing	Managing, Analyzing, and Maintaining test cases	Design and Execute manual test scenarios	QA for Customer Relation Management
Customer advocacy, empathy and keen attention to detail	Strong troubleshooting, organizational and communication skills	Ability to Analyze Complex Technical Information	SQL, Java, PHP and Python solid knowledge

**References** available upon request