Khalil Fares

Lebanon, Beirut

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OBJECTIVE

I am looking for a challenging, highly motivating position where I can develop an interesting and steady career. I do my best to utilize my technical skills as well as my ability to work hard to make a positive contribution to my company. Also, being dynamic and friendly professional makes me ready to learn in a cooperative way.

WORK EXPERIENCE

- ACTEL COMMUNICATION -IVR DEVELOPER-IT-SUPPORT ENGINEER

Feb *2016-PRESENT BEIRUT-LB*

- o Edit scripts for the IVR application
- o Developing and optimizing value added services.
- o Develop IVR applications
- o Design the Databases related to the IVR applications
- o Monitor the health status of the IVR platforms
- o Troubleshoot and Investigate all bugs related to IVR platforms
- o Installation & Configuration of IVR platforms
- o Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware
- o Test web services, mobile services and applications

- MOBI CEDARCOM -NOC ENGINEER

 2015-2016 BEIRUT-LB

Monitoring the traffic and the status of MRTGs graph flow related to corporate clients, P2P and BW consumption traffic, reporting ,ticketing ,Troubleshooting and following up issues related to NOC ,IP, RF and MIS departments Manage and resolve customer complaints, answer clients phone calls and requests over the phone, emails and via live chat, seeks feedback from customer and coordinate with the supervisor on potential corrective actions, Provide customers with product and service information, update job knowledge by studying new product descriptions.

- APLIMAN-IMPLEMENTATION & SUPPORT ENGINEER (VAS SERVICES)

2015- BEIRUT, LB

Diagnose, Update and fix customer issues remotely Providing online chat and phone support guidance Resolve issues related to hardware problems, Software configuration issues and step by step debugging OS and network configuration errors, DB WEB Deployment Design and implement VAS services (Apliman Studio)

INTERNSHIP

- ARCLIGHT ALLIANCE-TECHNICAL & COSTING (LIGHTING) 2014- RIYADH, KSA
- OGERO TELECOM : SWITCHING ERICSON ,MICROWAVES PLANNING
- PRINTKOM/ CANON, KODAK (software and hardware configuration)

Education

- o High School   Notre Dame - General science. 2006-2007
- o University   Beirut Arab University -BAU-   WWW.BAU.EDU.LB
  'B.E IN COMMUNICATION & ELECTRONICS, ELECTRICAL ENGINEERING' 2008/2012

- o Languages   Arabic, English & French.
- o SKILLS   Computer skills MS office, MS Visio, C++, LABVIEW, VHDL, MATLAB, MPLAB, MWO2000
- o Database MySQL, VBScript, Sqlserver
- o Telecom Protocols   GSM, SS7, ISDN, IP Protocols, 3G, 4G, SIP, Sigtran..
- o AutoCAD   2D-3D
- o VAS, Presentation Skills, Teamwork, Initiative, Problem solving, Flexibility, Technical skills

- Nationality: LEBANESE
- Gender MALE (1988)
- Country   LEBANON
- Driving license   yes
- Interests & Hobbies Swimming, basketball, Football, keep in touch with technology, tourism, Research
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References   Available upon request