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## FARID SALMAN

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IN/FARID90SALMAN/

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### OBJECTIVE

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Currently seeking a Professional and Challenging career as Network Engineer, which will provide opportunities for continuous growth, and learning within a company that values individual contributions.

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### SKILLS

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System & Security Administration on Microsoft and Linux Servers, SQL Query, MS Office, Adobe Products

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### LANGUAGES

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Arabic: Native Language  
English: Professional  
French: Conversational

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### EXPERIENCE

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#### TECHNICAL SUPPORT ENGINEER / SOFTRASYS SAL

February 2018 – Present

Receive customers' inquiries via phone, email, or social media, reply to their requests, solving problems, and report to other teams if needed. Testing and Troubleshooting website and mobile applications. System and database checkup.

#### IT COORDINATOR / GALLERIA HOTEL

August 2016 – August 2017

Checking system requirements, backup, and security. Troubleshoot hardware, software, and network. Providing work flexibility within security measures. Application management, users' support and network administration.

#### CUSTOMER SERVICE REPRESENTATIVE

August 2013 – March 2016

Receive clients' complaints, offer them solutions, and answers their queries. Provide management with recommendations to enhance the services' quality. Report clients' cases and issues to the concerned team.

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### EDUCATION

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#### MASTER IN BUSINESS ADMINISTRATION / MARCH 2020

Lebanese International University

Learn to apply the principles of business disciplines, such as finance, training and data analysis, to the many problems that can arise while managing personnel

#### MASTER IN COMPUTER AND COMMUNICATION ENGINEERING / MARCH 2015

Université Antonine

Learn to study system and network needs, upgrades, ensure system functionality, monitoring system resource utilization, performing system upgrades, solving technical issues, implementing security tools.

