

Hussein Majed

Customer Care and Customer Service manager

Beirut - Lebanon | 009613751122 | hmajed@gmail.com

[in linkedin.com/in/hussein-majed-78600322](https://in.linkedin.com/in/hussein-majed-78600322)

Summary

IT Support and IT Security Professional with over 13 years of experience in providing technical support services related to network and connectivity troubleshooting to clients utilizing an array of technology and software programs. Subject matter expert in DDOS Detection, Network and System Security, Wireless connectivity, and Team Management. Certified CCNA, CCNA Security, CCNP Security. Skilled in providing customer and end-user support.

Work experience

Customer Care and Customer Service Manager

2006 - Present

Terranet SAL

Managing a team of 15 IT Support Engineers. Managing a team of 7 Customer service representatives. Facilitating network troubleshoot of connectivity. Supporting single-user networks in downloading, installing, and configuring software updates online. Implemented DDOS Detection box to assist Core Network to identify attack type, source, and destination. Installed and Configured multiple Asterisk PBX for IP phone.

- Supporting customer service agents to followup and process all clients' inquiries.
- Supporting technical team to help clients discover and solve connectivity problems.
- Facilitating first time use DSL in Terranet.
- Directing and supporting other agents as mentor and subject matter expert in managing escalated issues.
- Routinely working with Core network engineers to troubleshoot and resolve emerging issues.
- Discovering inaccuracies caused by technical bugs; reporting to management to determine resolution.
- Performing comparative research to determine the cause of issues and identify areas needing improvement.
- Developing software to configure bulk DSL modems.

Held previous roles within Terranet:

- Customer Care Manager
- Customer Care Supervisor
- Customer Care Engineer

Education

MSc in Computing – Information Security and Forensics 2018 - Present

Arab Open University Lebanon / Open University UK

Bachelor of Science – Computer Science

2003 - 2006

Business and Computer University

Skills

Hardware/Systems

PC/Server, Cisco Routers and Switches, Mikrotik Routers and Swtiches, Cisco NextGeneration Firewalls, Asterisk IP Telephony, Grandstream, Mac, Windows, Linux

Programming Languages

C++, VB.NET, SQL, HTML, VBA, Perl, PHP

Applications

Microsoft Office Suite: Word, Excel, Outlook, PowerPoint

IT Security

Kali, ASA, ISE, Backtrack, Snort, Ntop

Certificates

CCNA Routing and Switching, CCNA Security, **Certified Ethical Hacker**, **CCNP Security**