

HUSSEIN JABER

Contact

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Languages

Arabic – Native

English – Proficient

Education

Bachelor's of Sciences Degree –
Computer Information Systems

Islamic University of Lebanon

Summary

Very technical IT Support Technician has terrific troubleshooting and good interpersonal skills to assist customers with computer issues. Possesses thorough knowledge of computer hardware and software applications. Has a Bachelor's Degree in Management Information Systems and nine years of experience working as a freelance IT Support Technician.

Skill Highlights

- IT Troubleshooting & Problem Solving
- Onsite & Remote Technical Support
- Up-to-Date Knowledge of Computer Operating Systems
- Computer Hardware Systems & Components
- LAN & WAN Connectivity & Maintenance
- People Skills & Friendly, Helpful Attitude

Experience

IT Support - 09/2010 to 10/2019

- Provided technical assistance to customers on inbound telephone tech support calls.
- Used remote access to perform troubleshooting when needed.
- Walked customers through step-by-step process for troubleshooting hardware issues.
- Assisted customers with anti-virus program installations and virus removals.
- Used good problem-solving skills for troubleshooting problems.
- Used great customer-service skills.
- Installed and maintained company's computer systems and network.
- Performed upgrades and installed updates.
- Completed troubleshooting and repair when computers had problems.
- Assisted office staff with computer application questions.
- Conducted computer technology training with all new staff.
- Recommended computer products and applications to improve productivity.