



# Mohamad Omar Issa

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## Education

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MS Computer and Communication  
Engineering  
AUL

October 2018 — Present

BS Computer and Communication  
Engineering  
AUL

October 2014 — June 2018

## Work experience

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Rotana Hotels  
IT Supervisor

1 April 2019 — Present

- Provide first level support for all hardware and software problems. Escalate and route complex or unsolved problems to second level support specialists
- Support all helpdesk calls and help users to solve their problems reported, documenting and update problems and solutions as required
- Monitor the operation and security of all computer hardware and software to ensure a smooth operation.
- Maintain an accurate inventory for hardware and software to maintain an organized environment.
- Respond to enquiries from users and help those resolve their problems
- Coordinate with the suppliers to solve complains and reports
- Maintain all users' access request and authorizations as per the standard
- Follow company policies related to security and operation of computer system to ensure business safety and integrity
- Ensure that all end users are well trained in the different systems so all the applications are utilized efficiently
- Operate in a safe and environmentally friendly way to protect guests' and employees' health and safety, as well as protect and conserve the environment
- Comply with the hotel environmental, health and safety policies and procedures

## Destinators

27 March 2018 — 30 November 2018

IT Specialist

Job Summary

Responsible for providing technical assistance and support related to computer systems, hardware, or software. Responds to queries, runs diagnostic programs, isolates problem, and determines and implements solution.

Primary responsibilities

- Provide technical assistance and support for incoming queries and issues related to computer systems, software,

and hardware

- Respond to queries either in person or over the phone
- Train computer users
- Maintain daily performance of computer systems
- Respond to email messages for employees seeking help
- Ask questions to determine nature of problem
- Walk employees through problem-solving process
- Install, modify, and repair computer hardware and software
- Run diagnostic programs to resolve problems
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems
- Install computer peripherals for users
- Follow up with employees to ensure issue has been resolved
- Gain feedback from employees about computer usage
- Run reports to determine malfunctions that continue to occur
- Test mobile apps and to websites then report to developers
- Meet / cooperate with developers to help make IT related tasks easier

## BBAC bank

24 April 2017 — 24 May 2017

IT Intern

- New skills were earned especially in the networking domain
- Got a better understanding about some topologies
- Worked with professionals to troubleshoot and solve problems
- Knowledge with CISCO devices

## Kidzmondo

26 Feb 2017 — 26 March 2017

IT Intern

- Experience with Microsoft Dynamics NAV
- Experience with active directory
- Experience with Kaspersky
- Served the best technical service for both customers and employees

## Joue'Club

June 2017 — September 2017

Cashier

- Excellent interpersonal communication
- Ability to effectively manage my time and prioritize tasks
- Strong product knowledge and understanding of target customers
- Professional telephone etiquette
- Maintain clear and tidy cash points
- Execute all types of transactions on the POS
- Accountable for the cash float procedure
- Handle gift wrapping
- Assist customers and respond to their needs and inquiries in a fast and professional manner

## Kidz Mondo

December 2015 — March 2017

Cashier/Educator

- Excellent interpersonal communication
- Highly skilled in providing prompt and friendly customer service
- In-depth knowledge of operating cash register and maintaining cash drawer
- Well versed in performing monetary transactions such as giving and receiving change
- Able to maintain clean, neat and correctly stocked check stand and safe and secure work area
- Dedicated and meticulous-high level of accuracy and attention to detail
- Good knowledge in computers

## Sales

- Customer oriented problem solver with an ability to adapt to new situations. Diverse background includes sales and customer service
- Committed to quality and excellence

## Qualifications

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- Excellent skills in IOS mobile applications development (Swift).
- Excellent knowledge with operating systems especially in Linux and Windows.
- Excellent computer knowledge, with moderate electronic, electrical, and mechanical skills.
- Experience with customer service.
- Able to handle a high volume of customers with minimum supervision, while maintaining emphasis on the highest quality of customer service.
- Excellent listening skills, oral, and written communications.
- Comfortable with interacting with all levels of the organization and public.
- Able to make decisions independently and quickly with minimal escalations.

## Languages

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Orally and written fluent in English language.

## Interests

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Weight lifting, basketball, football, creating music, listening to music.

## References

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References available upon request.

## Certificates

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- Certificate of Achievement in **Swift Programming** by Formatech 18/07/2018.
- Certificate of Achievement in **IOS Programming** by Formatech 24/08/2018.
- Certificate of Achievement in **Advanced IOS Applications** by Formatech 11/09/2018.
- Certificate of completion in **Android Application & Unity 3D Developer Package** by e-careers 02-08-2016.
- Certificate of Continuing Education Completion **Cisco CCNA** 06-05-2017.
- Certificate of Continuing Education Completion **Penetration Testing and Ethical Hacking** 06/08/2017.