

# Ali Nael

Responsibility: IT Assistant manager

Address: Mount Lebanon, Khaldeh

Phone: +961 70775314

Email: [alexino26109030@gmail.com](mailto:alexino26109030@gmail.com)

Date of birth: [26/10/1990](#)

## **Educational Background:**

**2010 – 2013: CIS COLLEGE:** information technology graduated.

**Mubs University:** 2 years only non-graduated.

## **Career summary:**

- **Arab thought Foundation:**

**4 years:**

**From 08/01/2013 till 15/03/2017**

**With experience provable.**

Responsible for the installations and maintenance of IT equipment including computers, laptops, screens, printers, scanners, networks and POS workstations. Also supporting customers using remote

Access technologies or by visiting colleague's offices.

- **Omega Software:** for 10 month :

Costumer's support + software  
And printer support + Oracle database  
+crystal report

- **Compline Technology:** for 3 month

IT sales representative +social media

- **ETS Asmar:** for 3 month: software, hardware, networking, cameras, and printers.

- **Informatica computer solution:** IT support and customer service (software, hardware, networking, Camera's)

## **-Skills and abilities:**

\_Diagnosis of desktop, application, networking and infrastructure issues.

\_Troubleshooting PC's, laptops and Servers.

\_Providing 1st/2nd line support to users.

\_Administering the IT department's policies and procedures.

\_Installation and support of telecommunication equipment.

\_Maintaining a log of all problems detected and system backups.

\_Responsible for maintaining backups and for projects work such as new builds.

.Maintaining Canon Professional printers /Working closely with software suppliers to resolve operational issues/Responsible for supporting: Windows XP/Windows 7, 8 & 10/ Office 2007, 2010 & 2013, Windows Server 2008 & 2012, Active Directory management Exchange 2007,2010 & 2013, Backup products, Anti-Virus products, DHCP, TCP/IP, Ethernet, wireless router and Firewall Configurations.

### **Languages Proficiency**

English: Fluent (Reading, writing, speaking).

Française: Fluent (Reading, writing, speaking).

Arabic: Native (Reading, writing, speaking).