

HASSAN HMEIDAN

SUPPORT ENGINEER

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@Hassan Hmeidan

Beirut, Lebanon

Enthusiastic Support Engineer with a profound understanding of programming languages. Holder of a Master's Degree in Computer and Communication Engineering, additionally, starting an MBA. Committed to growing professionally by building on the knowledge and expertise acquired.

SKILLS

- Effective Communication
- Team Work
- Diversity
- Adaptability
- Customer Service
- Data Monitoring
- Analysis
- Time Management
- Multi-tasking
- Work Under Pressure
- High attention to Details
- JavaScript
- Java
- Python
- PHP
- C++
- MATLAB
- SQL
- PIC18F4550
- Assembly
- MPLAB
- NetBeans
- Microsoft Office
- AutoCAD
- VMware
- LabVIEW
- Proteus
- Navicat
- Cisco Packet Tracer
- Arduino
- Wireshark
- VS code
- Android Studio

EDUCATION

Lebanese International University

- Master in Business Administration | 2021 - Present
- Master of Science in Computer and Communication Engineering | 2018 - 2020
- Bachelor of Science in Computer and Communication Engineering | 2015 - 2018

EXPERIENCE

YSMS - Beirut, Lebanon

SMS Technical Support Engineer | November 2021 - Present

- Troubleshooting network connectivity issues
- Developing a profound understanding of networking protocols plus IPv4/IPv6
- Managing customer related projects
- Driving initiatives and tasks for strategic accounts

SAMA Telecom - Beirut, Lebanon

Support Engineer | September 2017 - October 2021

- Monitoring the performance of switches and routes by using different tools to perform the testing
- Documenting resolutions in details after tracking issues
- Creating statistical and analytical reports that summarize and analyze the voice traffic

Freelance - Beirut, Lebanon

Private Tutor | February 2015 - June 2017

- Providing one-to-one sessions with students of different age groups
- Preparing plans to help expand their knowledge on scientific subjects, in addition to submitting daily assignments
- Coordinating with school teachers and parents to assess progress and concentrate on problematic areas

CERTIFICATES AND WORKSHOPS

1 Million Arab Coders

- Front End Development Track | March 2021

Beirut AI Boot camp

- Hackathon | February 2021

SE Factory

- Foundation of Computer Science | January 2021

Cisco

- PCAP: Programming Essentials In Python | January 2020

Istanbul Technical University

- Introduction to Satellite Technology | September 2019

Introduction to Arduino Workshop | December 2017

LANGUAGES

- Native Arabic
- Professional English