

TAREK NAJEM

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Objective:

Dynamic Computer Engineer with a solid background in hardware engineering, seeking to leverage technical expertise and customer-centric approach in a challenging role at Gutsy Company.

EXPERIENCE**PRODUCT SUPPORT ENGINEER**

FADEL Partners, Zalka, Lebanon

August 2023 - Present

- Managed client inquiries and issues promptly, ensuring high satisfaction through effective communication and follow-up strategies.
 - Conducted thorough investigations into system functionalities related to copyright compliance, mitigating risks through meticulous analysis and documentation.
 - Initiated and managed bug reports for the product team, employing technical expertise to review code and system architecture, identifying root causes and proposing effective solutions.
 - Provided detailed daily reports to management, offering insights on project progress, issue resolutions, and upcoming milestones to support strategic decision-making.
 - Collaborated cross-functionally to achieve team objectives, fostering a cohesive environment focused on delivering high-quality outcomes.
 - Utilized Oracle SQL proficiency to create and optimize queries, facilitating data extraction, manipulation, and analysis for enhanced business intelligence.
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SOLUTION SUPPORT ENGINEER

Monty Mobile, Hamra, Beirut, Lebanon

August 2021 - August 2023

- Delivered comprehensive support for SMS solutions via multiple channels including desktop solutions, chat functions, emails, and calls, ensuring smooth operations for clients.
- Installed and configured Solution (Gateway and Application) on customer servers, ensuring seamless integration and functionality.

- Troubleshoot solution issues such as services, jobs, integrations, and connections, providing timely resolutions and minimizing downtime.
 - Guided customers through technical problems with clear step-by-step instructions, enhancing user understanding and satisfaction.
 - Reported daily to management on operational activities, contributing to efficient workflow management and strategic planning.
 - Developed SQL queries, jobs, and stored procedures to extract custom reports, supporting client needs and operational insights.
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SOFTWARE SUPPORT ENGINEER

Soft STM, Furn Shebak, Beirut, Lebanon

December 2021 - August 2022

- Provided expert support for Hospitality and F&B software solutions through various communication channels, ensuring optimal system performance and client satisfaction.
 - Installed and configured software on client servers, conducting thorough testing and troubleshooting to guarantee seamless operations.
 - Conducted comprehensive training sessions for clients on software functionalities, both remotely and on-site, ensuring proficiency in system usage.
 - Prepared and presented software demonstrations to prospective clients, effectively showcasing product capabilities and benefits.
 - Managed and maintained attendance machines and related software, resolving technical issues promptly to minimize disruptions.
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TOUCH SITE LABELING

PowerTech, Sen El Fil, Beirut, Lebanon

August 2019

- Provided labeling services for Touch Operator Sites components, demonstrating attention to detail and adherence to project specifications.
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EDUCATION

BACHELOR OF ENGINEERING IN COMPUTER & COMMUNICATION

The International University of Beirut, Beirut, Lebanon

February 2020

- Relevant coursework: Microprocessors and Microcontrollers, Mobile Application Development, Web Programming, Data Structures, Analog Communication, Communication Networks, Database Management, Java Programming.

- GPA: 3.37/4
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SKILLS

- Proficient in Microsoft Office Suite
 - Strong understanding of network basics (cabling, testing, troubleshooting)
 - Solid expertise in Oracle SQL
 - Familiarity with Microsoft Server environments
 - Fluent in French and English
 - Proficient in programming languages: VHDL, C, Java, Assembly, MIPS, XML
 - Skilled in computer maintenance (troubleshooting, assembling)
 - Experience in access point configuration and internet troubleshooting
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CERTIFICATIONS

- CCNA Routing and Switching: Introduction to Networks (CCNA-1)
 - CCNA Routing and Switching: Routing and Switching Essentials (CCNA-2)
 - Introduction to Cybersecurity course
 - Introduction to satellite technology (Building a CanSat first time in Lebanon)
 - IT internship for 2 months
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Additional Information:

- Available for relocation if required.
- References available upon request.