

Georges Samaha, IT



📍 Lebanese

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👤 PROFILE

My name is Georges Samaha, majored in information technology. I am looking to obtain a position within a challenging and dynamic environment that will enable me to use my strong organizational skills, educational background, and technical expertise. My experience includes a substantial knowledge in sales, communication, networking, customer support, computer/server troubleshooting and modern technical skills...

📅 WORK EXPERIENCE

📅 07/2018 – PRESENT 📍 BEIT MERI, LEBANON
Customer Support Executive / ITManager City TV S.A.L

- Configured and maintained network hardware and software, provided beneficial network advice and support to end-users, and tested installed systems.
- Performed daily backups, optimized and managed LAN/WAN infrastructure, and troubleshoot and resolved any problematic issues.
- Trained and coordinated new personnel and was in charge of multiple network projects, ensuring that all policies and procedures were fully followed.
- Awarded Employee of the Month for performing great work.
- Contact, follow-up, and inform clients about unforeseen delays or problems.
- Handle the processing of the City-TV channels with accuracy and timeliness.
- In charge of four playout servers leading to the airing of channels.

📅 01/2017 – 07/2018 📍 SEN EL FIL, LEBANON
Technical Support / Monitoring Agent Mobi

- Utilize an expert level knowledge of the client and partner systems to quickly triage, troubleshoot and resolve any technical issues and/or questions and escalate to development as necessary.
- Resolve issues for clients via phone.

📅 WORK EXPERIENCE

- Monitoring of all Wlan, Lan and Wireless Networks (Microwave Links).

📅 2016 – 2017 📍 BSALIM, LEBANON
Technical Support Representative IDM, Cablevision, and Econet

- Troubleshoot users technical issues such as internet browsing, reach-ability, slowness and network disconnections.
- Maintain detailed records of daily interactions with customers, installation activities.
- TV receivers configuration and scanning over different frequencies and LNB ports.

📅 2015 – 2016 📍 DBAYEH, LEBANON
Showroom / Sales coordinator Class Cellulars

- Selling mobile phones, computers and all their related accessories and gadgets.
- Ensuring the adequacy of sales-related equipment or material.
- Responding to complaints from customers and give after-sales support when requested.



📅 2014 – 2015 📍 JDEIDEH, LEBANON
IT Support Tech Support



- Clients servers configuration for Windows Server 2008, 2012, 2016).
- Creating, managing and editing Servers Group Policies.
- Eset Antivirus, Antimalware deployment.
- Backup Software deployment.
- Remotely resolve end-user desktop/laptop issues in a mixed operating system environment like Windows, Linux and Mac OS's using remote software like TeamViewer or Anydesk.
- Monitor the route and status of field units to coordinate and prioritize their schedule.
- When required provide one-on-one technical training to customers.
- Installing and configuring computer hardware, software, systems, networks, printers and scanners.



WORK EXPERIENCE

- Testing new technology.
- Repairing and replacing equipment as necessary.

EDUCATION

 2018 – PRESENT  ANTELIAS, LEBANON
Computer Science & Information Systems
Arab Open University
First Class Honours (Top 10% of the Programme)

 2014 – 2015  BLACKBURN, ENGLAND
Mobile and computer repairing
Lancashire College of Further Education
Certificate of Achievement, mobile and computer repairing.
Graduated and achieved with Distinction (A/excellent equivalent).
The 2014-2015 Best Graduate Award winner.

 2013 – 2017  JDEIDEH, LEBANON
Information Technology
Technical & Language Centre
Technical Baccalaureate Diploma.
Studying the use of any computers, storage, networking and other physical devices, infrastructure and processes to create, process, store, secure and exchange all forms of electronic data.

SKILLS

LANGUAGES

Arabic	Native
English	Professional
French	Professional



COMPUTER SKILLS



Microsoft Office	<div><div></div></div>
Troubleshooting	<div><div></div></div>
Management	<div><div></div></div>
Customer Service	<div><div></div></div>
Presentation	<div><div></div></div>

INTERPERSONAL SKILLS


Analytical Skills	<div><div></div></div>
Communication Skills	<div><div></div></div>
Critical Thinking	<div><div></div></div>
Good Team Player	<div><div></div></div>
Passion for Technology	<div><div></div></div>
Problem-solving	<div><div></div></div>
Technological Expertise	<div><div></div></div>
Time Management	<div><div></div></div>


VOLUNTEERING


 2017 – 2018  HAZMIEH, LEBANON
Youth Department
Lebanese Red Cross
Assist in different activities for children.

 2013 – 2013  FURN AL CHOBAK, LEBANON
Research and Development Center at
Sagesse University funded by the European Union
Handling Syrian refugees focus groups.

CERTIFICATES

 06/2018
Comptia A+ Certification
Comptia

 02/2015
Certificate of Achievement, mobile and computer repairing
Lancashire College of Further Education
England

 06/2017
Technical Baccalaureate Diploma
Technical & Language Centre (TLC)

HOBBIES



Travelling



Capturing moments



Listening to music



Swimming



Bowling



Watching series