

Abbass Imad Kaouk

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Driving license: Yes

Nationality: Lebanese

PERSONAL SUMMARY

I am a highly motivated communication engineer seeking a position which requires experience in Networking, Internet and programming, outstanding knowledge on the subject of managing Network connections and software programming.

EMPLOYMENT

Internship: IT at Fransabank

Summer 2018

- helpdesk: assisting other employees with their problems by receiving their phone calls
- learning about the application that the bank use (SAB)
- Networking: making access lists at routers, monitoring firewalls, routing, nating, telephony(VoIP)
- System and storage: virtualization, power management, replication.
- learning about the core banking application(AS400 - IBMi), transferring money between accounts and applications, database
- software development: applications, web development (java,c#,c++...)

IT at Lebanese International University, Saïda

Summer 2014

- Install and configure computer hardware operating systems and applications
- Monitor and maintain computer systems and networks
- Talk staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults
- Replace parts as required
- Provide support, including procedural documentation and relevant reports

Call center agent at MacDonald's

Summer 2013

- Providing advice, information and assistance to callers.
- Attempting to resolve all enquires on first contact with the caller.
- Making sure that all telephone calls are answered promptly.
- Dealing with a customer's queries, requests, orders or complaints.
- Following up customers by calling them back.
- Research required information for callers using available resources.
- Involved in processing orders, forms and applications.
- Accurately recording details of calls and issues on logging software.
- Having a professional and courteous manner at all times.
- Identifying and escalating priority issues or customer complaints.
- Sending emails to clients answering their enquiries.

- Taking ownership on all calls and queries answered.

EDUCATION

CCNA – Routing & Switching

2017

Lebanese International University, Beirut

2017 - 2019

- Master's Degrees in Computer & Communication Engineering

Lebanese International University, Beirut

2013 - 2016

- Bachelor's Degrees in Computer & Communication Engineering

Mouseitbeh Adventist Secondary School,

2012 - 2013

- Life Science certificate

AREA OF EXPERTISE

- Software testing, Installation & Training
- Microsoft Operating Systems
- Microsoft Office Suite
- Desktop and Server Support
- Computer networks and TCP/IP
- Collecting and entering data in databases
- Maintaining accurate records
- Active Directory
- Documentation & Training
- Technical Customer
- MS Office 2003/2007/2010/2013
- Office 365
- Java
- Windows XP, 7, 8 and 10
- Web development (HTML, PHP)
- Arduino
- Fast Typing

LANGUAGE

- Fluent in English
- Native Language-Arabic