

# Curriculum Vitae

## I- Personal Information:

Name: Mario Bou Samra  
Date of Birth: March 24, 1990  
Marital Status: Single  
Nationality: Lebanese  
Languages: Fluency in:  
- Arabic  
- English  
- French  
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## II- Educational Background:

Sept 2009 – Jul 2015      Lebanese University, in Partnership with CNAM-Paris  
Bachelor degree in Computer Sciences  
Covered Topics: Database Models, SQL Beginner and Advanced, UML Models, Advanced Networking using Microsoft CMD, JAVA development, WEB Development, .NET Development, Assembly Language, Memory Management and Principals, Servers Management and Principles, Client Server Architecture.

## III- Objective:

My Objective      Seeking to work in a company or a financial institution where my skills and knowledge in all IT aspects (support, database installation and consultancy) can be further developed and be a main pillar for fellow colleagues and the institution.

## IV- Professional Experience:

Oct.2014-present      **Bank of Beirut**  
**Service Desk Supervisor - IT Operation**  

- Producing statistics and management reports
- Representing and supervising the Service Desk at meetings
- Arranging staff training and awareness sessions
- Liaising with senior management
- Assisting Analysts in providing first line support when workloads are high, or where additional experience is required on all the bank applications including CRM.
- Assist in installation and deployment of all modules and pre-requisites from Core Banking modules to middleware, satellite products along with fine-tuning and supporting the database SQL, Oracle, Sybase.

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Feb. 2011-Sep 2014

**ALCS, Outsourcing at Bank of Beirut**  
**Service Desk Team Leader - IT Operation**

- Mass software deployment
- User Profile management
- Support all kind of IT problems (Exchange, Office, Domain controller, Network, Hardware, Software (CRM...))

May 2009 - Jan. 2011

**Computel**  
**IT Support**

- System Support, Hardware & software

Jul 2008 - Apr 2009

**Najjar Electronics**  
**Sales & repairing**

- troubleshooting computer Problems (hardware & software)

Apr 2007 - Jun 2008

**ETS Asmar**  
**IT Support**

- Repairing & Troubleshooting Computer Issue (Hardware and Software)

## VI- Skills:

### Technical Skills

- Activate Directory (Create user, Create Role/Group, assign access).
- Exchange (Create Email and assign access).
- Avaya IP Phone (create extension, Configure and troubleshoot Avaya machines issues).
- Microsoft CRM (troubleshoot, creating user with the right roles and configure on end-user machine).
- Bankmaster (It's Bank of Beirut core Banking Application) (configuring end user machine, troubleshoot errors including query on database).
- Network (troubleshoot all network issues).
- Desktop skills (Installing new window, troubleshoot windows and Microsoft office issue, and all kind of desktops problems (hardware and software)).
- Implementation of new application using SSCM or manually.
- Create, configure and Troubleshoot ThinClient machine.
- Servers (Installation of new machine, Configure and troubleshoot Raid issue, IIS services).

### Personal Skills

- Programming: Java, JavaScript, PHP, HTML, VB.Net.
- Systems: Active Directory, Exchange, Windows Server 2008 R2, Oracle, Sybase, HTML
- Fluent in French, English and Arabic with strong written and oral communication skills.

**References available when required**