

AYMAN JAAFOURY

Amchit

Jbeil, Lebanon

Nationality: Lebanese

Marital Status: Married

Date of Birth: 26-09-1987

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Profile:

A hard working, motivated, and responsible employee.

I'm always trying to attend perfection in my work, taking

Initiative, working hard, and using analytical methods to solve Problems.

Hope that my application will be successful, I am looking forwardly for your reply.

Education:

Bachelor of Business Administration: Holy Spirit University of Kaslik (USEK);

Major: Management Information System (MIS)

Graduated: October 2010

Work Experience:

Software Support Specialist:

Computer Technology & Services S.A.R.L. (CTServ) August 2011-Present

- IT Support Specialist / Software
- Customer Support, Testing Software, Deployments, Quality Assurance.
- Analytical and troubleshooting.
- Provide software application training using a variety of delivery methods.
- Provide end-user application support via phone and by emails.
- Provide Demos for clients and staff.
- Testing new releases of the product.

IT Assistant:

Issa Petroleum (IPT) May 2011 – July 2011

- Managing IT of IPT Group.
- System Administrator.

IT Assistant:

Barbacane Restaurant Jan 2009 – march 2011

- Managing IT of Restaurant.
- System Administrator.

IT Assistant Agent:

Sakr Group Jan 2007- Dec 2007

- Managing IT of Sakr Group
 - Help desk duties.
 - Troubleshooting issues.
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Personal Skills:

- Programming Languages: SQL, Html, and Visual Basic.
 - Advanced knowledge of Microsoft Office products – Word, Excel, Outlook, PowerPoint.
 - Technical analysis certificate.
 - IT Support Specialist / Software.
 - Customer Support.
 - Problem Solving.
 - Communication.
 - Testing Software.
 - Deployments.
 - Quality Assurance.
 - Advanced knowledge ERP Management Systems.
 - Ability to communicate professionally by phone and email.
 - Ability to cultivate positive working relationships with customers and coworkers.
 - Ability to effectively communicate technical information in non-technical terms.
 - Ability to effectively organize and maintain customer data.
 - Analytical and troubleshooting skills.
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Business Communication:

- Arabic: Native Language.
 - English: Good working knowledge of spoken and written English.
 - French: Excellent working knowledge of spoken and written French
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Other Skills:

- Microsoft Office Programs
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Personal Qualities:

- Interest: Team working by sharing ideas
- Sports, Music

