RALPH W. BOULOS

IT SPECIALIST

Contact Information

- ⌂ Lebanon, Beirut
- ☏ +961- 76/876056
- ✉ ralphwboulos@gmail.com
- in https://www.linkedin.com/in/ralphboulos/

Professional Experience

IT HELPDESK
Malia Group, Zalka | 12/2018 - 11/2020
- Provide technical support for all employees' incoming requests related to computer hardware and software
- Handle all maintenance related matters for PCs and Laptops in addition to formatting PCs/Laptops to the latest Operating system of Microsoft & Apple
- Install, modify and repair computer hardware and peripherals (printers, fax, scanners, and phones)
- Install, modify and repair application on client computers upon users' request
- Install and monitor Kaspersky antivirus across all users and company
- Support and resolve all network technical problems for layer 2 network peripherals (small access points, routers and switches)
- Coordinate with supervisor for any query of deleting, adding and modifying computer and usernames
- Support company's servers and continuously ensure their proper functioning
- Install, configure and administer applications on the virtual servers
- Perform health maintenance for newly installed applications

SALES AGENT
Bankers Insurance, Beirut | 12/2017 - 07/2018
- Finding potential leads, setting up meetings, following up with the client's questions
- Reach monthly set target by selling life insurance policies

SALES ASSOCIATE
The Daily Press, Kesserwen | 05/2014 - 10/2017
- Handle cash, credit or check transactions with customers
- Follow up with suppliers on orders
- Resolve customer complaints, guide them and provide relevant information
- Maintain clean and tidy checkout areas

INTERN
FEER McQUEEN (Boutique Agency) , Kesserwen | 07/2016 - 09/2016
- 2D Animation and 3D Character Modeling
- Content creation
- Execution of set projects and handling the clients' profile

Education

BS - COMPUTER SCIENCE
Notre Dame University, Kesserwen - 2018
Emphasis on Computer Graphics and Animation

Certificates

2021   **AZURE FUNDAMENTALS AZ-900**
Microsoft Certified

2020   **FUNDAMENTALS OF DIGITAL MARKETING**
Google Certification

Skills & Competencies

- **IT Support**
- **IT Testing**
- **Network & IT Security**
- **Microsoft Office**
- **Adobe Photoshop**
- **After Effects (2D Animation)**
- **Autodesk 3DMAX - MAYA (3D Modeling & Animation)**
- **Basic C++ & C#**
- **Digital Marketing**
- **Customer Focus**
- **Effective Communication**

Languages

English
French
Arabic
German

Extra-Curricular Activities

MEMBER OF STUDENT UNION
Notre Dame University | 2016 - 2017

HIGH SCHOOL BASKETBALL TEAM