

Detail-oriented IT Specialist offering skills in supporting users with technical knowledge and troubleshooting abilities. Relate well to customers of all ability levels and backgrounds. Improve performance through skilled updates and repairs.

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📍 Beirut, Lebanon
☎ 76196125

Languages

Arabic
Native
English

Skills

Customer Service
Network
Windows Server
System Integration

Certifications

CCNA - Switching and Routing

References

Available upon request

Work experience

- Since March 2018

IT Specialist
American University of Beirut – ICC Group - Beirut
 - Install, configure, maintain, and troubleshoot end-user workstation hardware, software, and peripheral devices (Windows & MAC OS)
 - Administer and maintain Help Desk ticketing tool to respond to incidents, and document resolution in agreed upon SLA (service level agreement).
 - Investigate and resolve end users' software/hardware problems while documenting issues in a "track request" document in a timely manner.
 - Assist in creating end-user documentation of standardized software as it relates to using company resources
- From February 2017 to June 2017

NOC Engineer
PROTEL (offshore)
Work as 24/7 shifts, having hands-on monitoring incoming and outgoing international calls, using an integrated ticketing system to support clients.
- From September 2014 to September 2015

IT Support
CompuHouse - Beirut
Troubleshooting and Repairing Computer Hardware and Software.
- From July 2016 to September 2016

Summer Intern
Ericsson - Beirut
Introduction to Telecommunication domains (BSS, OSS, IPNetworking, and RAN "Radio Access Network").

Education

- From 2015 to 2016

Master's in science - MSc in Telecommunication and Information Systems
- University of Essex United Kingdom
Thesis Title: 5G Vision and requirements (with Merit)
- From 2012 to 2015

Bachelor of Science - BSc, Information and Communication technology
Arab Open University - Lebanon
Accredited by the Open University in United Kingdom