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HAMO KAYABALIAN

PROFILE

I would describe myself as someone who's passionate about what I do, a team player and a fast learner. Throughout my professional experience, I was exposed to many areas within the IT role which would make me the perfect fit at any organization willing to make use of my expertise.

TECHNICAL & INTERPERSONAL SKILLS

Operating Systems:

MsDos, XP, Vista, Windows 7, Windows 8, Windows 10, Server 2003, Server 2008, Server 2012, MacOS.

MS Tools & Products:

ISA Server, Kerio Mail Server, Active Directory & Group Policy, DHCP, DNS, VPN, FTP, MS Office (97,2003,2010,2013,2016), CISCO Administration (Call Manager & Contact Center), IP Telephony Communicator & Apps (Jabber, Join etc.) , Aruba (AP , Switches)

Other Tools & Products:

Symantec Ghost Suite, Acronis, Symantec Norton antivirus, Access Control, Mobile technology (Android & IOS), HProcom (Attendance Software), NewsPress.

Business Communication

Problem Solving

Numeracy

FLEXIBILITY/ ADAPTABILITY

WORK HISTORY

NETWORK & SECURITY ADMINISTRATOR BEIRUT- LEBANON

SPINNEYS - SPECIALIZED IN SUPERMARKET CHAIN

Duties:

- Troubleshooting system and network problems, diagnosing and solving hardware/software faults
- Networking & switch configuration
- Install new PC, Laptops, servers and configure hardware, peripherals, services, settings, directories, storage.
- Managing Point of Sales (POS) and related issues
- Escalating IT issues to the IT manager where necessary
- Providing desktop and server support
- Ensuring security and upgrades are applied to desktops and laptops and kept up to date
- Fault finding to laptops and desktops
- Completing internal user moves
- Replacing parts as required
- Setting up new users' accounts and profiles and dealing with password issues

- Prioritizing and managing many open cases at one time.
- Answering technical queries and assisting users.
- Troubleshoot Printers & Multifunction Photocopier

IT ADMINISTRATOR, INTEGRA PUBLISHING & MARKETING SOLUTIONS, BEIRUT - LEBANON
June 2009 To April 2018

About Integra:

A company specialized in publishing newspapers and magazines such as AlBalad, Ewaseet, Layalina Magazine, Star Magazine, Marie Claire Arabia Magazine, Gala, Fortune. In addition to online news and listings; Albaladonline.com & waseet.net. Recently the company launched its own radio station; Sawt El Balad.

Duties:

- Agent Configuration on Contact center (Call center) incoming & outgoing calls.
- Creating profiles to users on call manager with their credentials & permissions.
- Configuration of VOIP & installation on apps.
- Monthly reports for the calls to each user.
- Configuring VPN connections with branches.
- Installation FTP connections with their credentials & permissions on the shared folder.
- Asset tracking
- Configuration of switches and routers.
- Assist in the planning, designing, documentation, and implementation of various systems to include desktop PC's, servers, network equipment, and software applications.
- Monitor and maintain the use of the library's photocopiers and printers.
- Develop, maintain, and monitor procedures for all server backups.
- Monitor, plans, and coordinate the distribution of client/server software and service packs.
- Make recommendations for new equipment and services to purchase and work with various vendors for procurement.
- Perform on-site and remote technical support.
- Assist in the organization and inventory of all hardware and software resources.
- Maintains excellent communication with the IT Manager on all tasks and projects.
- Create and maintain good technical documentation.
- Provide emergency on-call support on a rotating schedule.

IT SUPPORT, NBC COMPUTERS, BEIRUT – LEBANON
March 2001 to June 2006

About NBC:

A company specialized in hardware, software solutions & Networking

Duties

- Install and configuration computer systems.
- Diagnose and solve hardware/software faults.
- Log customer/employee queries.
- Analyze call logs to spot trends and underlying issues
- Provide support, including procedural documentation and relevant reports.
- Assist staff/clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues.

EDUCATION	**TS3 COMPUTER SCIENCE, C.I.T., BEIRUT – LEBANON, 2002- 2005**
	BT3 COMPUTER SCIENCE, C.I.T., BEIRUT – LEBANON, 1999- 2002

LANGUAGES	FLUENT IN WRITTEN & SPOKEN ENGLISH, ARABIC, ARMENIAN (NATIVE); AND FAIR IN FRENCH.

PERSONAL DETAILS	Date of Birth: January 29th, 1983
	Marital Status: Married
	Nationality: Lebanese

REFERENCES	**Mr. CHARBEL YAZBECK**
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Updated July, 2019

Hamo Kayabalian