Ahmad Zahran
NETWORKING AND SECURITY

I can work in a challenging environment in your company where I can utilize my capabilities to advance in my career.

Motivated, ambitious and eager to learn. I am a responsible individual with strong communication skills and work ethics, who's willing to take responsibility & work independently. At the same time, I can work well in teams.

DATE OF BIRTH: 10/3/1994
Nationality: Lebanese
Marital Status: single

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🏠 Beirut-Lebanon

OBJECTIVE

" A dedicated & self-motivated individual who is willing to learn quickly & add value to your company, seeking a position in networking with your reputable company. "

WORK EXPERIENCE

IT Technical Support at Ibdaa Microfinance - 2020 till present
- Analyze issue described and identify possible causes.
- Active directory server / user domain / google admin
- Configuring operating systems and softwares.
- Answer support calls and check support issues sent by branches.
- Install, troubleshoot, repair, update & maintain workstations, laptops & printers/copiers.
- Setup and support audio/visual equipment for presentations on site.
- Install, maintain, troubleshoot, and update operating system and user applications.
- Install, maintain, troubleshoot, & repair cabled, wireless & other network infrastructure.
- Setup new user accounts and email accounts.
- Archiving IT users and reporting them.
- Data backup server using Veaam server.
- Cloud anti-virus application managing (Kaspersky Antivirus).

Support team at Hyundai - 2015, till 2020
- Maintaining a positive, empathetic, & professional attitude toward customers at all times.
- Communicating with customers through various channels.
- Insure customer satisfaction and provide professional customer support.
- Processing orders, forms, applications, and requests.
- Update our internal databases with information about technical issues and useful discussions with customers.

EDUCATION

2012-2013:Bt3:
Mechanical Engineering - Beer Hassan college.

2013-2014:TS1:
Mechanical Engineering - Beer Hassan college

2017- 2021:
Networking & Security - Arab Open University (AOU)

CERTIFICATES

Cisco Certified Network Associate (CCNA) Certification.
Routing & Switching. (AOU)

LANGUAGES

English - Very good
Arabic- Native

REFERENCES

Available upon request

SKILLS / KNOWLEDGE

- Strong analytical and debugging skills.

- Excellent analytical and problem solving skills.

- Knowledge in systems, networking, Java Script, Cisco, HTML 5, PYTHON, SQL.

- Ability to work under pressure.