

Date of birth: 20/09/1995 | **Nationality:** Lebanese | **Gender:** Male | (+961) 71281702 | eliechaaya06@gmail.com |

Beirut, Lebanon

About me: IT support specialist with a experience in IT industry and customer service.

● WORK EXPERIENCE

2017 – 2018 – Beirut, Lebanon

IT SUPPORT – INFORMATION TECHNOLOGY GROUP-ITG

Technical support representative for:

- IDM-Internet service provider.
- CYBERIA-Internet service provider.
- ECONET-TV network.
- CABLEVISION-TV network.
- UBIHOME-home automation systems.

Job description:

- Troubleshooting.
- Resolving technical problems.
- Answering technical questions.
- Online helpdesk.
- Escalation of issues.
- Management of trouble tickets.
- Complete technical knowledge.
- Customer service.

Main tasks:

- Giving technical support to customers in issues related to (setup/configuration and installation, panel hosting problems, DNS problems, network reachability).
- Investigate and analyze cases using the required tools to solve the problems by using network traffic analysis, DSL signal analysis, remote access monitoring and control.
- Interacting with clients to give and process data in response to inquiries, and requests about products and services.
- Gathering client data and identify the issue by evaluating and processing the problem, and analyze the client's ticket history to pick the best solution.
- Cooperating with the required department to follow up and resolve case.
- Provide consultation on improving PC and network performance.
- Provide support to internet, dish customers and home automation system users.
- Provide support to residential and corporate customers.
- Troubleshooting system, network issues and solve hardware and software faults.
- Resolving network related issues.

07/06/2021 – 05/07/2021

SENIOR IT SUPPORT – TECH SUPPORT

Remotely resolve end-user desktop/laptop issues in a mixed operating system environment: Windows, Linux, Chrome, and Mac X OS's. Using Remote software.

Backup, image and restore data on desktop/laptop systems.

Providing operating systems, desktop/laptop, tablets and hardware support.

Receive inbound calls and record significant information.

Handle complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution. Keep records of customer interactions, process customer accounts and file documents.

Receive and dispatch service calls or deliveries.

Prioritize calls according to urgency and importance.

Monitor the route and status of field units to coordinate and prioritize their schedule.

Provide field units with information about service calls.

Enter data into a ticketing system, and maintain logs and records of calls, activities and other information.

Handle complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.

Follow communication procedures, guidelines and policies.

Ability to prioritize, balances multiple responsibilities, and work under pressure.

Excellent with documentation and working with ticketing systems.

When required provide one-on-one technical training to customers.

● EDUCATION AND TRAINING

2010 – 2013 – beirut, Lebanon

TECHNICAL BACCALAUREATE-ADMINISTRATIVE SECRETARIAT – sacred hearts college

2016 – 2020

BACHELOR OF SCIENCE IN INFORMATION AND COMMUNICATION TECHNOLOGY – The Open University

● PROFESSIONAL CERTIFICATION

Cisco Certified Network Associate routing and switching.

Google IT support (online)

Amazon Aws fundamentals (online)

● TECHNICAL PROFICIENCY

Skills

- Hardware troubleshooting.
- Network troubleshooting.
- Microsoft office (word-power point-excel-outlook).
- Adobe software.
- Cisco Routers and switches.
- Cisco Operating System.
- Routing protocols.
- Basic computer architecture
- Operating systems (Windows, Linux)
- Remote connection and virtual machines
- Computer networking
- Software management
- Troubleshooting
- Customer service
- Routing concepts
- VPNs and proxies
- Package and software management
- Process management
- Resource monitoring
- Systems administration
- Configuration
- Centralized management
- Implementing/managing directory services
- Data management and recovery
- IT security
- Cryptology/encryption
- Hashing
- Network security

Professional training

- AWS Cloud Practitioner Essentials.
- Amazon AWSome day webinar.
- Elements of artificial intelligence.
- Mobile device security.
- Pc maintenance and performance.
- Learning the dark web.
- Learning VPN.
- Securing the lot.

● **LANGUAGES SKILLS**

English-fluent

French-limited

Arabic-native
