

Fouad Kanaan

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CAREER OBJECTIVE

IT specialist, seeking a position that utilizes my skills and abilities to achieve professional growth and contribute towards the growth of the organization by being resourceful, innovative, active and flexible

EDUCATION

[2014-2018] Bachelor degree in Information and Communication Technologies (Lebanese and British BS degree)–
GPA 3.03/4

Arab Open University AOU – Lebanon

Courses to highlight: Data computing and information, Communication and information technologies, Computer architecture.

[2012-2014] TS in Biomedical

Institution Technique Industrielle – Lebanon Dekwaneh

Courses to highlight: Bio physique, Instrumentation biomédicale.

[2008-2011] BT in Electronics

Sagesse Technique – Lebanon Ashrafiye

Courses to highlight: Electronique numerique et analogique, Electricité et machines électrique, Electronique de puissance.

EXPERIENCE

Employer: Caritas (Lebanon) – IT Technical Support Officer – November 2020 – Present

- Install, configure, monitor and maintain computer hardware, operating systems and applications.
- Troubleshoot system and network problems, diagnose and solve hardware or software faults.
- Provide support either face to face, phone call, site visits.

Employer: Escales (Lebanon) – Information Technology Specialist– Feb 2020 – Oct 2020

- Ensure IT compliance for global infrastructure services (e.g. antivirus, license management, incident management, Security, Asset management).
- Test websites to assure they are working at optimum capacity.
- Monitoring and maintaining computer systems, peripherals and networks.

Employer: Libanpost Headquarters (Lebanon) – Information Technology Specialist – 2018 – Jan 2020

- Computer hardware, software and network support.
- Technical support across the company.
- Repair and replace equipment as necessary.

Employer: Phoenix Hotel Residence (Lebanon) – Information Technology specialist – 2015 – 2018

- Computer hardware, software, printers and scanners configuration.
- Develop and maintain local networks in ways that optimize performance.
- Ensure security and privacy of networks and computer systems.

Employer: Phoenix Hotel Residence (Lebanon) – Front Desk Officer – 2013-2015

- Respond to clients' complaints in a timely and professional manner.
- Upsell additional facilities and services, when appropriate.
- Maintain updated records of bookings and payments.

Employer: Basotech (Lebanon) – IT support – 2009-2010

- Install computer hardware and software.
- Electronic equipment sales.
- Offices and home network support.

ADDITIONAL CERTIFICATIONS

Accomplished I.T. essentials, CISCO CCNA 1, 2, 3 and 4 and Microsoft Retail Champs including Microsoft hardware, office, Windows 7 and Microsoft specialized devices and application products.

TR400 (Embedded Computers) certificate at AOU University.

ADDITIONAL INFORMATION

LANGUAGES: Fluent in English and Arabic; Above average in French.