Mark Asmar

Professional Title

A highly competent and enthusiastic IT with experience of providing advice and practical assistance to system users via the IT service desk telephone system and remote support software tools.

m-asmar@live.com ✉

71274737 📱

Old Street - M919 Residence, Mansourye 📍

WORK EXPERIENCE

IT Technical Support
GlobeMed Group

12/2017 – Present   *Lebanon Sin El Fil*

Achievements/Tasks

- Deliver service and support to end user via remote connection or direct contact.
- Follow up on problems with end user.
- Install, repair and configure hardware software, printers and scanners.
- Investigate, diagnose and solve computer software and hardware faults.
- Creating and administrating Microsoft Exchange email accounts.
- Administer the Active Directory.
- Administer the DHCP.
- Administer the Kaspersky antivirus console.
- Train and supervise other support engineering staff.
- Writing progress and statistical reports for supervisors and managers.

IT Technical Support
Toy Market Trading

09/2016 – 12/2017

Achievements/Tasks

- Solve technical request.
- Computers and servers maintenance.
- Ensure connectivity between branches.
- Deliver support to end user onsite or via remote
- Configure VM machines, and ensure their backups.
- Checking backup schedules and status.
- Install, repair and configure hardware software, printers and scanners.

Assistant Store Manager
Joue Club Liban

05/2016 – 05/2017   *Dbayeh*

Achievements/Tasks

- Conduct orientation, training, coaching and mentoring.
- Assist in supervision, staffing and scheduling of the workforce.
- Floor Management.
- Assist in recruiting and hiring (during a post-interview stage).
- Provide and inspire outstanding service to our customers.
- Control over the cash box.

SKILLS

Microsoft Office | Windows Server | Kaspersky | ForcePoint | Websense | Microsoft Exchange | Cisco IP Telephony | VMware | Computer Hardware | Computer Software | Communication Skills | Analytical Skills | Project Management Skills | Hardware And Software Skills | Team Player | Patience | Logical Mind | Organizational Skills

LANGUAGES

English
Full Professional Proficiency

French
Limited Working Proficiency

Arabic
Native or Bilingual Proficiency

INTERESTS

Technology | Computer Systems | Machine Learning | Data Security

WORK EXPERIENCE

Software Developer Trainee (Internship)
CT-Serv

05/2015 – 07/2015
Achievements/Tasks

- SQL.
- Visual Basic VB.net.
- Crystal Reports.

Cashier
Joue Club Liban

2013 – 2015
Achievements/Tasks

- Invoicing.
- Closing Cash.
- Customer Service.
- Provide training on the system.
- Prepare weekly reports about customer inquiries.
- CRM – Data entry & awareness.

EDUCATION

Bachelor In Business Computing
Notre Dame University - Louaize

11/2012 – 09/2016