

# Alaa Bassam Hseiki

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## WORK EXPERIENCE

### HP Technical Support Engineer – ITG/Middleware Data Systems, Lebanese American University-Beirut September 2023 - Present

- Administer and maintain HP ICT infrastructure, overseeing upgrades, repairs, and replacements.
- Manage invoices for new equipment, including PCs, laptops, monitors, docks, and peripherals.
- Deploy Windows images on laptops and desktop PCs using backup and recovery tools.
- Proficient in HP product lines, including Elite, ProBook, Pavilion, and desktop series.
- Perform disassembly/reassembly of HP PCs and laptops, emphasizing ESD protection and component installations.
- Facilitate internal meetings to share knowledge on policies and new features.
- Troubleshoot and resolve hardware-related issues on laptops and desktops, covering storage, memory, battery, and graphics components.

### DELL Technical Support Engineer – MET-CS, Lebanese American University-Beirut May 2022- August 2023

- Administration and maintenance of the ICT infrastructure, equipment and services, undertake action for their upgrade, repairs or replacement;
- Receive and clear invoices of all new items (PCs, laptops, monitors, docks, hard disks, webcams);
- Deploy and install Windows images on laptops and desktop PCs using Acronis (backup and recovery);
- Familiarize with the majority of Dell products (XPS, Vostro, Latitude, OptiPlex, Tower/Micro Desktop, SFF, MFF, Docking Stations, Monitors);
- Work on disassembling/reassembling Dell PCs and laptops (ESD protection, Battery/WLAN Card/WWAN Card/HDD/SSD-NVME removal and installation, familiarized with keyboard, LCD bezel, and camera removal);
- Effective knowledge sharing and reuse enabled, facilitate internal meetings to update/remind colleagues on policies and new features developed;
- Troubleshoot and fix hardware-related problems on all laptops and desktop PCs (HDD/SSD/CMOS battery replacement, RAM/Graphics card/Fan installation).

### IT Support Engineer – Alyafi IP Group, Beirut

June 2022- August 2022

- Administration and maintenance of the ICT infrastructure, equipment and services, undertake action for their upgrade, repairs or replacement;
- Recommend to the supervisor new opportunities for improvement and upgrade of the IT equipment and the network;
- Aid the users on the implementation of backups and keep backup copies of the server information;
- Maintain the IT Business continuity Plan and IT Security Plan up to date;
- Locally support the implementation of the rollout of new functionalities, software, applications or services and ICT infrastructural changes;
- Provide technical support to efficiently manage the non-expendable items and asset;
- Provide technical support and assist all users for the installation and/or configuration of new equipment, components, and other peripheral accessories;
- Provide support to all users using remotely connectivity tools;

- Ensure internet connectivity and proper functioning of all network applications.

### **IT Support Administrator Assistant – Lebanese American University, Beirut September 2021- May 2022**

- Diagnose and repair users' problems associated with any desktop application (Windows/Mac), including printers, scanners and other peripherals;
- Maintain and update the inventory of equipment, components, and other supplies;
- Assist all users (faculty, staff and students) in daily IT tasks on-campus and/or remotely (Windows/Mac support, software installation, hardware diagnostics, multimedia support for all classrooms and conference rooms);
- Execute the routine backup of all computer software, applications, electronic files or data frequently and ensure the recovery of the files/data;
- Guarantee internet connectivity and proper functioning of all network applications;
- Familiarize with Active Directory infrastructure; with E-Mail administration including Outlook configurations (POP/Imap), Emails Archive and Backup, Cpanel Administration;
- Operate with remote communication platforms (Webex, Zoom).

### **IT Administrator at Irfan Highschool, Al Basateen**

**September 2018 – January 2023**

- Transfer courses to the school LMS
- Setup user accounts and profiles (mobile & web), and support staff via phone/chat or in-person;
- Manage access control and users' privileges;
- Maintain constant communication with the ISP in order to follow up in the case of the interruption of the service.
- Provide training to employees and students (conduct training sessions, assist users, respond to inquiries, create tutorials), and monitor/guide new staff;
- Manage website and mobile application by uploading content and keeping it up to date;
- Ensure that all IT infrastructure is running to its optimum performance;
- Respond to, and follow-up support tickets via IQUAD ticketing portal;
- Install and maintain computer systems and networks (PCs, laptops, routers, Promethean smart boards, projectors, printers, docking stations, switches);
- Retrieve and recover data using EaseUS;
- Test and evaluate new technologies.

### **Intern at Middle East Airlines, Beirut**

**August 2021 – September 2021**

- Created SQL database containing all tables and relationships needed;
- Developed a flight log form to be used by MEA Captains using PHP, JavaScript, HTML, CSS, Ajax, jQuery, MySQL;
- Worked on XAMPP web server solution.

### **Intern at Ogero Telecom Headquarters, Beirut**

**August 2020 – September 2020**

- Trained on exchange designs, telecom services through copper cables (ADSL, VDSL, HDSL), telecom services through fiber cables (FTTC, FTTB, FTTH, FTTO) and understood how DSLAMs work;
- Learned about Jelly filled telephone cables;
- Analyzed network performance data, identified areas for improvement, and implemented optimization strategies, resulting in a 30% increase in overall network efficiency;
- Configured and maintained routers, switches, and other networking equipment, ensuring optimal performance and reliability of the network infrastructure;
- Practiced punching wires to cabinet connectors.

## EDUCATION

### **B.S. Degree in Information Technology – Minor in Business**

Faculty of Sciences, Lebanese International University, Beirut

Graduated in 2023

### **Computer and Communication Engineering.**

Faculty of Technology, Lebanese University, Abey

2017-2021

### **Lebanese Baccalaureate, Life Sciences**

Irfan Highschool, Al Basateen

2014-2017

## CERTIFICATIONS

- Get Connected – Computer Components, **Cisco Networking Academy** (December 2021);
- Full Stack Development, **U.S. Embassy Beirut** (April 2021);
- Google Ads Search Certification, **Google** (November 2020);
- Python Course, **Michigan University** (November 2020);
- Google Cloud Core Infrastructure, **Google** (October 2020);
- Mobile App Development, **UNICEF** (July 2020);
- The Fundamentals of Digital Marketing, **Google Digital Garage** (April 2020);
- Linux Essentials/Unhatched, **Network Development Group – Digital Opportunity Trust** (January 2019);
- Cybersecurity Essentials, **Cisco Networking Academy** (December 2018);
- Microsoft Office Specialist, **Microsoft** (May 2018).

## EXTRACURRICULAR ACTIVITIES & VOLUNTEERING

- Volunteering, **Mount Lebanon Youth Camp, Abey** (August 2014 – Present);
- Student Career Guidance Mobile Application, **Generation Unlimited Competition** (February 2020);
- Volunteering, **Baraket Baytna Food Festival, Aley** (September 2014 – September 2019);
- 3D Video Call – **Dare to Dream Competition, Inas Abou Ayyash Foundation** (November 2018);
- Hult Prize Campus Director, **Lebanese University** (September 2018).

## SKILLS

**Hardware Skills:** Troubleshooting hard disk drives, central processing units, motherboards, power supplies, video sound & network cards, Bluetooth & wireless cards, random access memory sticks, ports, display monitors, printers.

**Software and Programming:** C, C++, PHP, HTML, CSS, Google Script, JavaScript, Microsoft Office, Remote support tools, Database development (MySQL, Oracle), Operating Systems (Windows/Mac/Linux), Google Drive.

**Languages:** Full Professional Proficiency in English and Arabic.

**Team Management and Leadership:**

- Successfully managed IT staff workload, overseeing planning and ensuring the quality of service within the mission and possibly across regions.
- Led and delegated tasks to Information Systems (IS) specialists and ICT Supervisors, ensuring efficient collaboration and task execution.

**Vendor and Service Provider Relationship Management:**

- Managed relationships with IT vendors and service providers, ensuring optimal collaboration and delivery of contracted services.

**Quality of Service Oversight:**

- Responsible for the quality and level of service provided to users, monitoring and maintaining all IT and Telecom equipment, tools, and services.

**Budgeting and Procurement:**

- Collaborated in establishing the annual budget for IT and Telecom families, providing technical expertise in local purchase processes, and preparing technical content for national tenders.

**Educational Support and Training:**

- Provided technical support to all users, including IS specialists and ICT Supervisors, offering advanced educational support through briefings, training, and ongoing assistance.

**Reporting and Documentation:**

- Participated in regular coordination level reports, reporting on the progress of work and IT and Telecom technical aspects.
- Updated and archived user and ICT-related documentation to reflect changes in IT and Telecom infrastructures.

**Knowledge:**

- Expertise in the latest version of Microsoft Operating System and business applications (Office365).
- Understanding of Server Management (latest version of Microsoft Operating System, Active directory) and virtualization (Hyper-V).
- Good knowledge in Network Administration (LAN, VLAN, network policies and protocols).
- Comprehensive understanding of computer hardware and maintenance processes, IT security best practices, and IT service management tools (ITSM).
- Familiarity with radio telecommunication concepts, including HF, VHF, GSM, and satellite technologies.