

ABBAS ISMAIL

Beirut, Lebanon · +961 70 83 99 33

American - Lebanese

abbasisma@hotmail.com · www.linkedin.com/in/abbasismaiil

EDUCATION

JAN 2020 – MAY 2024

LEBANESE AMERICAN UNIVERSITY - BEIRUT, LEBANON

- Bachelor of Science in Computer Science.
- Freshman Science.

EXPERIENCE

JUN 2023 – AUG 2023

AZADEA GROUP - BEIRUT, LEBANON

IT Support Intern.

- Assembled and disassembled of laptops.
- Created users on Active Directory.
- Created emails on Exchange.
- Installed Windows server.
- Configured of domain controller.
- Supported end user's issues.

JUN 2022 – AUG 2022

ZRE – BEIRUT DIGITAL DISTRICT - BEIRUT, LEBANON

Information Technology Intern.

- Assisted in monitoring and solving technical support requests, by providing beneficial advice and support to colleagues on any IT related issues.
- Supported the IT manager, by configuring and maintaining various hardware and software.
- Installed computer systems and executed other duties as required.
- Experienced working with personal computer hardware, software, systems, local area networks and terminology.
- Wired and wireless network troubleshooting, rack mounting and maintenance of network servers.
- Maintained an intermediate working knowledge of Cisco and Aruba servers.
- Installed computer software and hardware systems components for staff and companies.
- Installed CCTV devices and manage them.

JAN 2020 – MAR 2020

LEBANESE AMERICAN UNIVERSITY - BEIRUT, LEBANON

Admissions Office, Student Assistant.

- Assisted prospective students at the front desk by answering their queries.
- Aided in managing workload around the office and organizing student files for archiving purposes.

MAY 2019 – AUG 2019

CORAL BEACH HOTEL & RESORT BEIRUT - BEIRUT, LEBANON

Telephone Operator.

- Answered incoming calls.
- Performed data entry on computer.
- Directed call to guest rooms, staff, or departments through the switchboard or PBX system.
- Receive guest messages and deliver the same to the guest.
- Logged all wake-up call requests and perform wake-up call services.
- Provided information about hotel services to guests.
- Knew what action to take when an emergency call is required.
- Monitored automated systems including fire alarms and telephone equipment when engineering and maintenance department is closed.

TECHNICAL SKILLS

- Advanced proficiency in Java (Programming Language)
- Windows OS/ Mac OS
- Microsoft Office 365
- Photography

VOLUNTEER EXPERIENCES

- Lebanese Red Cross – (Student Volunteer) – Trained on First Aid (Oct 2017- Jun 2018).

PROFESSIONAL DEVELOPMENT:

- Attended the SQL for Beginners: Learn SQL using MySQL and Database Design course by Udemy (Jan 2023).
- Attended the General Data Protection Regulation (GDPR) by Alison (Oct 2020).
- Attended the Maharat min Google Fundamentals of Digital Marketing course by Google (Oct 2020).

LANGUAGES

- Fluent: Arabic and English

INTERESTS & HOBBIES:

- I like to travel to new places with beautiful nature scenes.