

Abbas Bitar

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OBJECTIVE

BS in Information Technology & master's in Computer Science with experience in the field. A rich background in electronics and data communications as well as knowledge and experience in Cisco-based systems.

EDUCATION

Lebanese International University <i>Master of Science in Computer Science</i>	<i>Beirut, Lebanon, 2017-fall (2019)</i>
Lebanese International University <i>Bachelor of Science in Information Technology</i>	<i>Nabatiyeh, Lebanon, 2013-2016</i>
Al Mustafa High School Lebanese Baccalaureate in Life Sciences	<i>Nabatiyeh, Lebanon, 2013</i>

WORK EXPERIENCE

IT Operations Engineer at Risk Management <ul style="list-style-type: none">• Citrix Application and Desktop Virtualization• Veeam Backup System administration• Windows Administrator (Windows Server 2012/2019- AD- DNS-DC)• Windows & Office troubleshooting• 3CX Telephone System administration	Beirut, Lebanon Oct2019
Technical Support at INTERTECH GROUP <ul style="list-style-type: none">• Windows systems and Microsoft products troubleshooting• Network and system hardware maintenance• Incident recording• UI development• Customer support	Beirut, Lebanon, Dec2018-Mar2019
Training at Born Interactive (2017) <ul style="list-style-type: none">• Content and front-end development, in addition to PM Support and project cycle.	<i>Beirut, Lebanon, Oct-Nov 2017</i>
Blind People Assistant (2016) <ul style="list-style-type: none">• An Android application designed to help blind people to use their smartphones by using an interface that guides the user by sound and haptic feedback.	<i>Nabatiyeh, Lebanon</i>
Hospelary.com (2015) <ul style="list-style-type: none">• The website for horseplay restaurants where the customer can reserve a table online, check the main menu, and Order.	<i>Nabatiyeh, Lebanon</i>
Hospelary mobile application (2015) <ul style="list-style-type: none">• A final project where this application is done for the user where he can order food and drinks using it and check the empty tables and the reserved ones and he/she can pay using the application also.	<i>Nabatiyeh, Lebanon</i>
Pharmacy (2014) <ul style="list-style-type: none">• Windows application for a pharmacy where the client adds, deletes, and updates medicine price, name, and category, it was done as a final project.	<i>Nabatiyeh, Lebanon</i>
Cisco Certified: <ul style="list-style-type: none">• Cisco Next-Generation IP• Cisco Advanced Computer networks• Cisco Internet Security• Cisco Network Security• CCNA 1-2-3	

References

Available upon request

Expertise

1. System and Network Administration (Windows Server 2012-2019, Active Directory, DNS, routing, and switching)
2. System troubleshooting (windows 7,10, office suite, formatting, provisioning, etc).
3. Network services troubleshooting and hardware maintenance.
4. Website and Email server provisioning.
5. Diagnostics and troubleshooting of in-house developed system issues/ Documentation of Help Desk resolutions.
- 6.

SKILLS & LANGUAGES

- Innovative.
- Coordination skills.
- Self-motivated.
- Good Communication and leadership skills.

Languages: Fluent in English, Arabic.