

Abdallah elHouda

PERSONAL DETAILS

Abdallah elHouda
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DOB: 01/01/1989

ACADEMIC QUALIFICATIONS

Saint Joseph University
Informatique de gestion
(Business Computer)

AREAS OF EXPERTISE

Microsoft operating systems
Problem identification
End User Support
Sales
Preventative maintenance
New Installations and Support
Diagnostics
Testing and evaluating new technology
System administration
Project management

PERSONAL SKILLS

Troubleshooting
Leadership
Time management

LANGUAGES

Arabic
French
English
Spanish (Level1)
Romanian (Level1)

PERSONAL SUMMARY

A successful IT Administrator with extensive analytical and software experience of investigating and diagnosing network problem.
Having exposure to a wide range of technologies and able to implement it in my work. The combination of what I learned and worked, in computer and in sales gave me an in-depth in this field.
My study in computer and business made it easy for me to work in both field.

WORK EXPERIENCE

Bohsali Foods 2014
IT Administrator

- Maintenance & management of the Critical Windows based Server Environment.
- Maintaining up to date Antivirus levels on all machines company wide.
- Working on Active Directory accounts.
- Managing and monitoring of backups in multiple locations.
- Providing maintenance support.
- Follow Documented processes i.e. implementing change control procedures.
- Liaising & meeting with external suppliers of IT services.
- Troubleshooting technical problems and implementing solutions
- Purchasing of IT Equipment and software in line within agreed budgets.
- Creating Excel and Access programs for different uses in the company.
- Providing technical support via helpdesk systems for a wide range of internal & external applications.
- Working on accounting program (Orange Accounting) for invoicing, managing customers and Items.

Classy_Glasslb 2014

Social media and Customer support

Online business for glass engraving, a page for over 8K follower, i used to engrave glasses and sell them online, a hobby that turned to a business.

- Managing the page content, with customer support

IDEAZ PRIZE(Startup) 2013

One of eight contestants in a 2 months TV show on MTV for young entrepreneurs
I was managing a team of 8 persons to achieve all the goals in my project.
I had my own startup (YAPIT) for paying and controlling vending machine through SMS and mobile application.

MARKAVIP 2012

Sales and Customer Support

working in customer care and services in managing accounts and having direct contact
With customer to solve their problem and check their accounts.
Selling many items from different categories to different countries.

Nel Interactif 2011

Programmer
PHP web development

KEY SKILLS AND COMPETENCIES

- Highly organised and disciplined with a passion for Information Technology.
- A positive, high energy team player.
- asp.net , PHP, HTML, SQL, Access
- Having a passion for providing excellent customer service.
- Good knowledge in Administrative duties
- Knowledge in Photoshop and Adobe illustrator