

AHMAD HUSSEIN DAHDOULI

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AREAS OF EXPERTISE

- System and network Administration
- Technical support (hardware and software)
- Communication
- Coding
- Time management
- Infrastructure

WORK HISTORY

Esiters CO. SARL

IT Support Specialist at Port de Beyrouth

July 2021- Present

- Troubleshooting of staff's IT incidents.
- Standby IT support services during events
- Provide support for different type of devices, for example, laptops, desktops, and printers
- Updating computer software as well as upgrading hardware and systems
- Maintaining backups and emails for the users.
- Consistent operations of audio video conferencing systems, and Internet.
- Documenting processes and performing diagnostic tests

Kamaplast

IT Support

April 2021 – June 2021

- Support the IT team in maintaining hardware, software, and other systems
- Assist with troubleshooting issues and provide technical support
- Organize and maintain IT resources

K Solutions

Full Stack Web Development Internship

Oct 2020 – Jan 2021

- Trained on HTML, CSS, JavaScript, PHP, MySQL, MongoDB, socket.io, Node.js, Express.js, Angular, and Ionic.

ICC Group

IT Support Specialist

March 2019 – July 2019

- Inventory of head office and branches
- Configure certain security agents on thin clients and PCs

Azadea Group

Regional IT Support Internship

Oct 2018 – Dec 2018

- Windows Server 2012 R2 (Active Directories, DHCP servers, DNS server, IPs and Printers. Creating and managing OUs). Microsoft Exchange Server, Office 365

COMPUTER SKILLS

- **Languages:** Java (OOP), C#, HTML5, CSS, JavaScript, TypeScript, git commands & PHP.
- **Software:** Android Studio, Arduino, Postman, Windows Server 2012, Microsoft SQL Server 2012, Microsoft Office (Word, Excel, PowerPoint, Visio), MySQL, Paradigm, VMware workstation, Ubuntu, Internet Information Services (IIS) Manager, Backup and Management Server.

TECHNICAL COURSES

- CISCO Certificate in CCNA 1, 2, 3 and 4
- CISCO Certificate in ITE A+
- Windows Server 2008 (Active Directories, DHCP servers, DNS server, IPs and Printers. Creating and managing OUs)
- SQL Server 2012 (DBMS)

EDUCATION

Lebanese International University

Bachelor Degree in Information Technology

2013 - 2018

* Recommendation letter upon request