# Anis Hammoud

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## OBJECTIVE

I am a motivated and skilled individual seeking new opportunities in IT support. Through completion of BT3 and extra courses mentioned in my profile, I developed skills in technical support customer service, networking, programming, hardware, operating systems (including Windows & Linux), system administration, and security. My training included hands-on practice in these areas. I'm passionate about continuously learning in the IT field and supporting customers.

## EDUCATION

**Saida Technical School - Saida, Lebanon**  -  Jun, 2022
BT3 (Technical Baccalaureate) 3 years study in Information Technology          *Mark 17/20*

## WORK EXPERIENCE

- **Internship in Bahwan IT LLC – Muscat, Oman**  -  Jul, 2023 (1 month)
    1. Basics cloud systems and architecture (Microsoft Azure)
    2. Technical support and configuration of  software and hardware in HPE (servers, desktops, laptops) (in company lab and customer site)
    3. Basics security in Fortinet ( NSE 1, NSE 2, NSE 3)

- **[Volunteer ] | [Lebanese University Task Force (LUTF)]**  -  May, 2021
  *Description*: Team Leader in Qaraoun Lake Natural Disaster applying on ground team management and hand by hand to achieve best work.

## Certified Courses

**HPE  ProLiant and Blade Server Service and Solution Qualification – HP -**  Jul, 2023
- Infrastructure, Installation, Configuration, and Maintenance

**Google IT Support Professional Certificate – Google -**  Apr, 2023
- Technical Support Fundamentals
- The Bits and Bytes of Computer Networking
- Operating Systems and You: Becoming a Power User
- System Administration and IT Infrastructure Services
- IT Security: Defense against the digital dark arts

**Web Development  – WOZ U(By Steve Woznaik Co. Founder of Apple)**  -  Jun, 2022
- Developing by Python
- Developing by HTML, CSS, Javascript ( Frontend, Backend)
- Developing by asp.net, C#

**Cyber Security Essentials – CISCO - Dec, 2021**
- Describe the tactics, techniques and procedures used by cyber criminals.
- Describe the principles of confidentiality, integrity, and availability as they relate to data states and cybersecurity countermeasures.

**Information Technology Essentials – CISCO - Jan, 2021**
- Configure devices to connect to the Internet and Cloud services
- Perform installation, repair, maintenance, and troubleshooting of windows operating systems.
- Hardware and software devices

**Call Center – DOT ( Do.Trust.Lebanon) - Feb, 2023**
- Introduction to call centers
- Professionalism and interpersonal skills
- Time management
- Telephone skills
- Customer service (through social media, Rating and customer satisfaction, telemarketing And loyalty programmes)
- Call center leader and Call center metrics

## Languages

[**Arabic**] | [Native Language]
[**English**] | [Good speaking, listening, reading, writing and translation to Arabic. ]

## Skills

- Basic computer architecture
- Operating systems (Windows, Linux)
- Remote connection and virtual machines
- Computer networking
- Software management
- Troubleshooting
- Customer service

- IT security
- Package and software management
- Process management
- Resource monitoring
- Systems administration
- Configuration
- Programming Languages [Python, css, html, JavaScript, Sql, NoSQL]
- Data management and recovery

- Cryptology/encryption
- Hashing
- Network security
- IT Support (Help desk, Customer Support)
- AI (Data annotation) and Data Collection
- Remote support (Remote access)

**Interpersonal Skills:** Fast Learner, Hard Team worker, Leadership, Problem-solving, Decision making, Quality work, critical thinking, Excellent verbal and written communication skills, Time management, Highly responsible dedicated and organized, Ability to grasp new concepts quickly, Self-motivated and Proven leader.