

Gaby MOUNAYER

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Education

ANTONINE UNIVERSITY

Computer and Communications Engineering, System and Networks
2018 - 2023

Zahle, LEB

JESUS THE KING HIGH SCHOOL

Baccalaureate: Life Science (SV)
2017 – 2018

Zahle, LEB

Certifications

CCNA Introduction to Networks
CCNA Routing and Switching
CCNA Scaling and Connecting Networks

FEB, 2019
DEC, 2019
FEB 2020

Experience

VOCANTAS (ASPIRE SOFTWARE)

Technical Support

Canada, (Remotely)
February 2023 – Present

- Promptly addressed client issues by phone, email, and chat while providing top-notch technical support.
- Complex software and hardware issues were expertly troubleshooted, increasing customer satisfaction and decreasing downtime.
- Worked with cross-functional teams to enhance product usability and problem-solving.
- For accurate records, all interactions and issues were logged in the CRM.
- Achieved customer satisfaction targets by providing training and direction to optimize product use.
- Honored for exceeding satisfaction goals and quickly identifying and escalating serious problems.

CAPITAL OUTSOURCING SAL

Intern

Beirut, LEB
June 2022 – August 2022

- Managed email, IT upkeep, and user support.
- Managed Azure integration, servers, and regular data backups.
- Increasing productivity with the use of Microsoft Office 365.
- Adapted to new applications including SCSM, Microsoft 365, and Citrix.
- Oversaw network configuration and data center operations.

Leadership and Activities

LEBANON SCOUTS (SCOUT DE LIBAN)

Scout Leader

Zahlé, LEB
December 2013 – September 2017

- Conceptualized personal community services and projects.
- Led a group of teenagers during camps and activities

Skills & Interests

Technical Languages: C++, JAVA, JavaScript, HTML, AJAX, PHP, LINUX, SQL, ARM Assembly, Python, Arduino.

Software: AutoCAD, ArcGIS, Microsoft Office, Windows server, Adobe PHOTOSHOP and ILLUSTRATOR, SQL Plus, SQL developer, centos, Ubuntu, Kali Linux.

Soft skills: Communication, Teamwork, Problem-solving, Time management, Critical thinking, Decision-making, stress management, adaptability, leadership, creativity.

Language: Arabic (Native Proficiency), English (Bilingual Proficiency), French (Full Professional Proficiency).

Interests: Sports, Chess, History.