# Ali Ballout

Beirut, Lebanon | (+961) 70-148185 | aliballout70@outlook.com

## Education

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| **Beirut, Lebanon - MUC University** | **2021** |
| Bachelor's Degree in Computer Science | |
| **Beirut, Lebanon - Bir Hassan Institute** | **2017** |
| Specialized Technical Diploma in Electricity | |

## Certificates

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| **Beirut, Lebanon – New Horizons** | **2021** |
| Certificate of Completion - Cisco implementing and administering cisco solutions v1.0 (CCNA) | |
| **Beirut, Lebanon – CIS Group** | **2021** |
| Certificate of Completion – Computer Maintenance Training | |

## Experience

**Beirut, Lebanon – Internet Technician: Titan Technologies**          **Apr 2022 – Mar 2023**

- Set up workstations with internet equipment and necessary peripheral devices (routers, etc…)
- Check all items to ensure functionality.
- Install and configure appropriate software and functions according to specifications.
- Program Mikrotik devices and troubleshoot capacity and interference problems.
- Installation of broadband antenna equipment including Dishes, Antennas and brackets necessary for attaching these antenna types to the exterior of homes and businesses.
- Knowledge of various cable and connector types.
- Develop and maintain local networks in ways that optimize performance.
- Ensure security and privacy of networks.
- Provide orientation and guidance to users on how to operate software.
- Perform troubleshooting to diagnose and resolve problems ( repair or replace parts, debugging)
- Dealing with clients, filling paperwork, training new employee.

**Beirut, Lebanon – Technician: Ogero Telecom**          **Jan 2018 – Apr 2022**

- Install and maintain landlines on outside plan and in the main distribution frame
- Test and locate faults on copper cables by using different types of testers.
- Collect cabinets' locations by using the Trimble machine to add them later on Geographic Information System GIS.
- Responsible of all the office work and follow up on teams (Distributing faults tickets, Fleet Management System, etc...)
- Send and receive daily emails regarding the configuration of the new phone lines and services.

**Beirut, Lebanon – IT Intern: Telegroup H&H**          **Mar 2016 – Jan 2018**

- Responsible for the installation, operation, and maintenance of computer systems and other technologies.
- Configure hardware and software, setting up peripherals such as printers or routers, repairing equipment, and provide daily support for computer network users.
- Track inventory, evaluate new technologies, negotiate contracts with vendors, and develop contingency plans in case of network failure.

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## Skills

- Languages: Fluent in Arabic, French and English.
- Computer Skills: Microsoft Office (Word, Excel, Power Point), JavaScript, Html, CSS.
- Soft Skills: Strong Communication Skills, Customer Service Skills, Planning and Organization, Attention to detail, Problem-Solving, Adaptability, Teamwork.