

ABOUT ME

- Knowledge on configuration Switches and Routers from CISCO.
- Experienced in configuration, design, developing and testing Network infrastructure.
- Quickly learner and master new technology, equally successful in both team and self-directed settings and proficient in a range of computer systems, languages, tools and testing methodologies.

LANGUAGES

ARABIC

ENGLISH

PERSONAL DETAILS

Date of birth
Jan 21, 1997

Nationality
Lebanese

Marital status
Single

RAMI KHALIL

IT TECHNICAL SUPPORT



Beirut, Lebanon



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WORK EXPERIENCE

FREELANCER

Beirut, Lebanon
Jan 2021 - Present

IT Technical Support

- Installing and configuring windows OS and required software.
- Troubleshooting issues related to PCs, Printers, Routers, Firewalls and mobiles for the customers.
- Proposes software for the clients based on their business needs considering the cost effective factor.
- assemble PCs hardware based on thr client's requirements (Workstations, Gaming PCs, parts replacement).
- Data recoveries for the corrupted OS, then formatting the PCs.
- Network Installation.
- security solutions for the customers (Anti-virus, firewalls consoles).

BUPA INSURANCE SAUDI ARABIA

Riyadh, Saudi Arabia
Jan 2018 - Aug 2019

Data Entry

- assistance of the patients for events entering their data in the database.
- Updates the MRI records after the checkups.
- Print tbe results from the testing devices and explains the attributes and what information in the reports.
- Acting as the first point of contact to the customers or patients.

EDUCATION

ARAB OPEN UNIVERSITY

Beirut, Lebanon
2021

Bachelor in Information Technology and Computing ICT

Graduated: 3.69 OF 4 GPA

OPEN UNIVERSITY UK

2021

Bachelor in Information Technology and Computing

SKILLS

TECHNICAL TROUBLESHOOTING

HARDWARE CONFIGURATION

SOFTWARE INSTALLATION AND
CONFIGURATION

LAN CONNECTIVITY

PROBLEM DIAGNOSIS

PHONE AND ONLINE SUPPORT

CLIENT/SERVER MODELS

PREVENTIVE MAINTENANCE

USER TRAINING/SUPPORT

CUSTOMER SERVICE

COMPLAINTS HANDLING

WINDOWS OS

MICROSOFT OFFICE

TEAM WORK

CREATIVITY

CISCO NETWORK SOLUTIONS

COURSE

**ARAB OPEN
UNIVERSITY**
Jan 2021



Cisco CCNA 1 & 2