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## Personal Profile & Career Objectives

• I'm a highly motivated and ambitious software support with six months of knowledge and experiencein technical support. Being easily adaptive to new surroundings and professional in both individual and team environments.

• I'm aiming to work in a challenging environment to broaden my current knowledge and proficiencies, andachieve professionalism. I'm hoping for the chance to apply my experiences gained, progressing successfully together.

## Skill Highlights

•Customer Service •Software Support •Database
•Troubleshoot •Phone Calls •Hardware Support

## Professional Experience

- February 2023 – Present:

**Software Support** at The Net Global, Karantina, Lebanon

- Installing and configuring computer hardware, software, systems, networks, printers, and scanners
- Monitoring and maintaining computer systems and networks
- Responding in a timely manner to service issues and requests
- Providing technical support across the company (this may be in person or over the phone)
- Setting up accounts for new users
- Repairing and replacing equipment as necessary
- Handle software-related requests for assistance (problems)
- Troubleshoot software and identify root causes of software problems
- Analyze software related issues and propose solutions
- Fix software problems and test (verify) solutions prior to implementing them
- Obtain and log customer feedback for the purpose of process improvement
- Document software support activities thoroughly, accurately, and in a timely manner
- Make decisions quickly, sometimes with limited information
- Review work log, customer feedback periodically with supervisor and other analysts and technicians, toidentify and act on opportunities for improvement

## Education

September 2023      Lebanese University, Lebanon
    - Bachelor's degree in Management Information System

## Languages

- English (Proficient)
- French (Fluent)
- Arabic (Native)

## Hobbies

-Weight Lifting

-Soccer

-Reading