

# **Wael Mazen Seif**

## **IT Specialist**

Naameh-Mount Lebanon

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### **Objective:**

Experienced information technology professional with customer service skills and strong analytical skills. In search of a position that allows me to apply my skills to achieve corporate goals, develop improvements, and accomplish projects more efficiently.

### **Work Experience:**

**ACI Company – Lebanon**

**Nov 2022 - Present**

Position: IT Support Specialist and Help Desk Support

#### **Tasks:**

- Installing Windows server and its configurations (create a domain, join user, apply group policies and permissions on the network)
- Experienced in virtualization and VMware
- Replication, duplication, and backup of the server's data
- Installing and configuring computer hardware, software, systems, operating system, routers, switches, printers, and scanners
- Monitoring and controlling computer systems and changing the passwords regularly
- Install antivirus on the server to protect the users and keep them up to date.
- Install software or hardware firewall to maintain and defend the network.
- Using a secure remote desktop (VPN) to configure and maintain the servers of the clients.

**Crunchy Nuts Company – Lebanon****Jan 2022 – Nov 2022**

Position: Indoor IT support

**Tasks:**

- Installed and configured computer hardware, software, systems, operated system, networks, printers, and scanners
- Monitored and maintained computer systems and networks.
- Apply securities settings on the network (firewalls, passwords group policy, antivirus...)
- Set up accounts for new users.
- Repaired and replaced equipment as necessary.
- Tested new technology.
- Troubleshoot system and network problems, and diagnosed and solved hardware or software faults.

**ECA Company – Lebanon****May 2021 - Oct 2021**

Position: IT Assistant

**Tasks:**

- Installed and configured computer hardware, operating systems, and applications
- Installed the network infrastructure (wired, Wi-Fi, cables)
- Provided details and information for the customer about the computer system.
- Changed and installed the computer's hardware
- Inspected the hardware's issues and send a report to the maintenance Sections.

## **Education:**

**Bachelor's degree in computer science**  
**Lebanese international university**

**Aug 2015 – Aug 2019**

## **Certificates:**

- Full stack web developer.
- Front-End-Web.
- IT Essential.
- CCNA (Routing and switching).
- CCNA (introduction to networking).

**April 2021 – Present**

**April 2021 – Nov 2021**

**Jun 2018**

**Mar 2017**

**Jul 2017**

## **Skills:**

- |                     |                     |
|---------------------|---------------------|
| • VS Code           | • BOOTSTRAP         |
| • Android Studio    | • JQUERY            |
| • MYSQL             | • GIT HUB           |
| • SQLSERVER         | • HTML              |
| • INTELJI           | • CSS               |
| • PYCHARM           | • SCSS              |
| • Angular           | • Typescript        |
| • LARAVEL           | • Java              |
| • REACT JS          | • PHP               |
| • VUE JS            | • ASP.net           |
| • Computer hardware | • Computer software |

## **Languages:**

English

Arabic

