

Experience

Azadea - Beirut IT Support Intern

March 2025 - Current

1. Provide technical support to users via phone, email, or in person.
2. Diagnose and troubleshoot hardware, software, and network issues.
3. Install, configure, and update operating systems and applications.
4. Set up and maintain computers, printers, and other peripherals.
5. Manage user accounts, passwords, and permissions.
6. Support email systems (Outlook, Exchange), VPN, and remote access.
7. Monitor and maintain network connectivity and security.
8. Utilize a ticketing system to log, track, and escalate issues to the appropriate department for resolution.
9. Document issues, solutions, and best practices for future reference.
10. Collaborate with other IT teams for system upgrades, backups, and security measures.

Telesupport International - Beirut Technical Customer Support

September 2024 - December 2024

1. Provided technical support to customers, troubleshooting issues across DSL, Fiber, 4G, and hosting services.
2. Managed and resolved customer inquiries related to email configurations and Outlook through specialized portals.
3. Utilized advanced troubleshooting tools to identify and address technical problems efficiently (Procera, Emerald)
4. Delivered direct customer assistance, ensuring smooth operation of internet and hosting services.
5. Consistently ensured customer satisfaction by resolving issues promptly and maintaining clear communication.
6. Monitored and managed intranet open cases, coordinating updates and escalations to the NOC, IT team, or Ogero Internet Provider, ensuring timely resolution through proactive follow-ups and ticket tracking.

Cedars Code - Beirut Quality Assurance Intern

November 2023 - January 2024

1. Contributed in an agile scrum cross-functional team
2. Created and posted JIRA tickets on the backlog
3. Developed test cases, and bug reports
4. Tested developed features once a new Bitrise build is created Performed Blackbox functional manual testing

Web Development Intern

1. Designed and developed responsive WordPress websites tailored to client needs.
2. Customized themes and plugins to enhance functionality and user experience.
3. Optimized website performance using plugins.
4. Collaborated with teams to troubleshoot issues and deliver high-quality projects.

AMB Group - Beirut IT Support

February 2023 - December 2023

1. Provided end-to-end IT support, resolving a wide range of hardware and software challenges to maintain seamless functionality.
2. Oversaw and managed Microsoft Office 365 environments, handling account setups, license management, and troubleshooting.
3. Set up and configured computer systems, including hardware installations and software deployment, to meet operational requirements.
4. Addressed and fixed network connectivity and configuration issues to ensure reliable and secure network performance.
5. Administered firewalls, Synology storage solutions, servers, and IP-based telephony systems to enhance system reliability and security.
6. Supported network administration tasks, focusing on maintaining optimal system performance and uptime.
7. Worked closely with the team to develop and enforce IT standards, procedures, and best practices to improve organizational efficiency.

Degree

Lebanese International University
Computer Science - 2024

Languages

English & Arabic

Certificates

CCNA Introduction to Networks April 2022

CCNA Switching and Routing April 2022

Technical Skills

MySQL, Java, asp.net, SQL
Server, Python, sass,
bootstrap, C++, C#, HTML &
CSS, JavaScript, Linux, PHP,
Postman, Git, Wordpress,
Bitrise, MS Office