

Bassam Bassem Al-Kibbeh

24/7/1989

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Barbir - Beirut – Lebanon

EDUCATION

September 2012 – June 2014:

CIS Center Beirut – Lebanon

TS 2 - Computer Business

September 2007 – June 2010:

Abed El Hadi Debs Center Beirut – Lebanon

BT 3- Information Technology (IT)

September 2001 - June 2007:

Jamil Rawes School

PROFESSIONAL WORK EXPERIENCE

April 17- 2023 till Aug 31-2023:

ICC Contractor With AUB

Position: Service desk analyst

Highlights: Answered calls and email and responded to them within a timely manner and professionally, Classroom support, Exam and Events Supports, Ubuntu Installing and Configuration, installing of windows 10 image, Mac Preparation and Configuration,

September 2019 - 2023:

PC and Parts

Position: IT Technician, computer maintenance and assembling

Highlights: Maintain an inventory of computers, laptops, printers, and all equipment connected to the IT infrastructure, as well as, a software library and backup copies, replace parts as required. Follow diagrams and written instructions to repair a fault or set up a system.

October 2018 - 2019 :

Lebanese Authority for Hajj and Umrah Affairs (affiliated to the Presidency of the Council of Ministers)

Position: IT Technician,

Highlights : Install and configure computer hardware operating systems and applications
Monitor and maintain computer systems and networks. Assess new requests for devices through preparing quotations from different suppliers and forward them to Customer Support Manager for final selection.

September 2014-2018 :

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Goodies, Verdun

Position: Assistant Manager – IT Department

Highlights : Prioritize and manage many open cases at one time. Install equipment (Printers, PCs, Scanner and Phone), Set up new users' accounts and profiles and deal with password issues. Contact staff through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues.

SKILLS SUMMARY

Languages:

Fluent in spoken and written Arabic and English

Productivity:

Microsoft Offices – Word, PowerPoint, Outlook, Excel

Web Design – Html, PHP, CSS, Java Script

Programming – Algorithm, Java, C, C++, Visual Basic

Computer Maintenance

Networking

Formatting all kinds of windows

Cable Management

Installation and Control Cameras

Computer Technology

Internet Surfing

Database (Access, SQL, MY SQL)

CAREER SUMMARY

- Manage and maintain Microsoft Windows Server 2012, windows 7,8,8.1,10.
 - Maintain minimum inventory stationary level of printers, toners, computers and submit purchase request on time to avoid shortage.
 - Support and tackle problems of end users calls relevant to network, internet connectivity, printers, telephony system, and other peripherals and applications, etc...
 - Troubleshoot system and network problems, diagnosing and solving hardware or software faults.
 - Provide support, including procedural documentation and relevant reports.
 - Support the roll-out of new applications.
 - Work continuously on a task until completion (or referral to third parties, if appropriate).
 - Perform formatting, Ghost, and installation as requested by department.
 - Perform daily check up on data center to ensure servers are running properly according to a checklist.
 - Completing tasks and deliverables assigned by the IT manager or direct supervisor.
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- Install windows using Acronis and updated to the latest version of windows 22h2 , Drivers , Zoom WebEx office and the Software that needed to be installed on this PC or Laptop
 - Try to be fast while solving the problem and try not to disturb the class
 - Explain the problem to the user and how to avoid it in the future