PAUL **AOUN**

· TELECOM & NETWORK ENGINEER ·

Address: Awkar - Lebanon · Phone: +961 3 859533 · E-mail: paul_a_57@hotmail.com · Nationality: Lebanese

EXPERIENCE

JULY 2023 – PRESENT
SENIOR L2 SUPPORT
GENATEC, MONTREAL – CANADA (REMOTE)

- Taking ownership of customer issues reported and seeing problems through to resolution
- Researching, diagnosing, troubleshooting and identifying solutions to resolve system issues
- Following standard procedures for proper escalation of unresolved issues to the appropriate internal teams
- Providing prompt and accurate solutions to customers
- Ensuring all issues are properly logged
- Prioritizing and managing several open issues at one time
- Following up with clients to ensure their IT systems are fully functional after troubleshooting
- Preparing accurate and timely reports
- Documenting technical knowledge in the form of notes and manuals

JANUARY 2017 – JULY 2023
IT OFFICER
ONEROYAL, BEIRUT - LEBANON

- Setting up NVR: Truvision and Synology
- Setting up wireless hotspot: Mobi and Huawei devices
- Setting up Wi-Fi: Aruba access point
- VPN configuration: Forticlient
- Setting up Attendance Machine: ZKTime
- Establishing Mobile and corporate laptop restrictions through Intune
- Creating and updating processes and procedures for the IT department
- Installing Antivirus: Kaspersky security center and endpoint security
- Configuring Exchange server
- Configuring active directory users and computers
- Installing switches and servers
- Managing fileserver and handling fixed assets
- Configuring Firewall and VPN Scenarios
- Operating in a 24/5 network operations center

JUNE 2016 – DECEMBER 2016
IT TECHNICIAN IN OMEGA SOFTWARE
OMEGA SOFTWARE, JDAYDEH - LEBANON

- Installing hardware and POS
- Configuring and Implementing OMEGA software
- Training onsite and remote support

JANUARY 2016 – JUNE 2016
BPR ENGINEER (BUSINESS PROCESS RE-ENGINEERING)
ALFA TELECOMS, DEKWENEH - LEBANON

- Collaborated in writing and testing the technical policies and procedures

JUNE 2015 – SEPTEMBER 2015
INTERN
ETC - ELECTRONIC TECHNICAL CENTER, DEKWENEH - LEBANON

- Installing surveillance cameras and DVRs in Dekweneh and Antelias. (CCTV and IP Cams)

JUNE 2014 – SEPTEMBER 2014
NETWORKING INTERN
TELETRADE COMPUTER SYSTEMS, BEIRUT - LEBANON
- Installing cabinets servers and switches
- Configuring printers, and POS
- Cabling and installing data points, and extensions

JUNE 2013 – SEPTEMBER 2013
DATABASE COMMEND INTERN
OGERO CENTRAL DEPARTMENT, JDAYDEH - LEBANON
- Switching and data command telephony on Siemens

EDUCATION

ACADEMIC EDUCATION

JULY 2015
BACHELOR & MASTER OF SYSTEM, TELECOM AND NETWORKING ENGINEERING
ANTONINE UNIVERSITY, BAABDA - LEBANON

MAY 2009
LEBANESE BACCALAUREATE - GENERAL SCIENCE
SCHOOL OF HOLY FAMILY, ANTELIAS – LEBANON

COMPUTER SKILLS

- C, C++, Java, HTML, PHP, Packet tracer, VHDL
- Microsoft office 365: Word, Excel, PowerPoint, Teams, Outlook
- Administrative Tools: Jira Softwares, Teamwox, Google Drive, One Drive, Skype, Click
- Webinars Tools: GoToWebinars, Restream, Zoom
- Windows server: WSUS
- Any Desk Administration Console, TeamViewer, Dameware
- Intune for Android and IOS
- Firewalls: FortiGate, SonicWall
- Network monitoring software: PRTG, SolarWinds
- Veeam Backup & Replication

LANGUAGE

- ARABIC   NATIVE   • ENGLISH   FLUENT   • FRENCH   FLUENT

PERSONAL DEVELOPMENT

JANUARY 2020
20742: IDENTITY WITH WINDOWS SERVER 2016
FORMATECH INTEGRATED LEARNING CENTER, FORMATECH, SODECO – LEBANON

DECEMBER 2019
20741-NETWORKING WITH WINDOWS SERVER 2016
FORMATECH INTEGRATED LEARNING CENTER, FORMATECH, SODECO – LEBANON

NOVEMBER 2019
20740-INSTALLATION, STORAGE AND COMPUTER WITH WINDOWS SERVER 2016
FORMATECH INTEGRATED LEARNING CENTER, FORMATECH, SODECO – LEBANON