

## SUMMARY:

An enthusiastic computer engineer and a full stack developer with strong communication skills, proven academic achievements and possess the right technical and soft skills required to propel the organization achieving its goals and objectives and make the difference.

## EDUCATION:

**Masters of Science degree in Computer Engineering | Lebanese International University | Tripoli-Lebanon** 2020/Present

**Bachelor of Science degree in Computer Engineering | Lebanese International University | Tripoli-Lebanon** 2017/2020

## PROFESSIONAL EXPERIENCE:

**Proactive Engineer Team Leader | GlobalCom Holding | Beirut-Lebanon** 2022/Present

- Managed a team of 6 individuals.
- Monitored team Performance. Set team goals. Responsible for training team members. Setting deadlines.
- Monitored Base Station, powers, internet links of customers providing central monitoring services for the internet.
- Troubleshooted network problems (Fiber, Minilink, Bridgewave, Cambium, Switches, Powers station).
- Handled Network problems (Packet loss, Link Down, Flap ...) emails and tickets concerning Embassies, banks and other companies.
- Audited reports for each equipment (Rocket, Mimosa, MiniLink, Cambium, Spectronite, Vectastar) .
- Managed dealers complains and solving technical issues (Disconnections, slowness, link down, website & app issue, Emails).

**Technical Support Engineer | TeleSupport International | Beirut-Lebanon** 2021/2022

- Tasked with creating original solutions for several software platforms.
- Provided technical support for two internet service providers (IDM & CYBERIA) and two organizations that offer satellite TV services (CableVision & Econet).
- Charged of resolving any technical issues that clients might have. Did both B2C and B2B work. Addressing issues with customer service and sales. Worked in B2B and B2C.

**Customer Service Representative | ZoodMall | Beirut-Lebanon** 2020/2021

- Tasked with managing customer service issues (Payments, cancellations, angry customers), also answered calls from clients seeking refunds because they had problems with received goods and weren't satisfied.

**Security System Installer | SEC | Zgharta-Lebanon** 2017/2020

- Installed many types of CCTV cameras, both analog and digital IP systems, and different access control devices.
- Programmed DVR recorders and access control panels and systems. Set up cable guiding systems. installation and maintenance of all mechanical door types, including sliding doors, rolling shutters, automated sliding doors, remote-controlled doors, and sliding doors in addition to repairing and lubricating doors to facilitate sliding and movement.

**Tutoring | Self Employment | Zgharta-Lebanon** 2017/2019

- Since 2017, I have been instructing in the fields of engineering, mathematics, physics, and chemistry.

**Volunteer | Caritas Lebanon | Beirut - Lebanon** 2016/2018

- Served as a volunteer in a nonprofit charity. Collected the necessary fees for very needy kids so they could go to school.
- Used to serve the poorest people and children without any discrimination.
- Collected food, gifts, clothes, money for poor people.

## TECHNICAL SKILLS:

- Zabbix, Cacti , AMS , CRM, Secure CRT (Switches, Routers, Juniper, Edge, SAS, SR, OMNI) ,ProCera.
- Emails configuration(POP And IMAP).
- Html5, Css3, Nodejs, Web Server (using express), WebApi (using jsonserver), Typescript.
- Angular 9: (Componets/Services/Binding/Routing/Rxjs/Calling api) .
- Netcore/c#, . NetCli, Asp.Net web Api: dependency injection, middlewares, Developing 5 layers application (User interface, WebApi, Business Logic, Database Layer, Database), Npm. SQL.
- MicrosoftOffice, GoogleApps,Excel,PowerPoint,word,AutoCAD,Ansys,SAS,Matlab,JAVA,solidworks,Python,C++.

## PROJECTS:

- **Computer Engineering BS degree thesis project about robot vacuum cleaner:** The project's goal was to investigate robot vacuum cleaners, how they operate and how they might be improved. Used digital and mechanical tools to complete the project. The bulk of the programming was devoted to using an Arduino board to enable the machine to operate autonomously.

## LANGUAGES:

**English:** Bilingual Proficiency - Duolingo Certified (Score 110) | **Arabic:** Native Proficiency | **French:** Bilingual Proficiency.

**HOBBIES:** Reading, writing, hunting and self-development.