Deemah Housheimi

Information Technology

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🪪 Profile

I am Deemah Housheimi, a motivated IT professional with hands-on experience in system management, troubleshooting, and software installations. I have a strong foundation in IT systems and a keen interest in supporting technical operations to ensure efficient and secure workflows. Currently, I am advancing my skills in **system administration**, **GIS technologies**, and **IT support** to deepen my expertise and contribute effectively to professional IT environments.

To further enhance my proficiency in **Python**, **SQL**, and **Power BI**, I am currently pursuing a **data analysis course with Microsoft**.

🎓 Education

BS Information Technology, *Lebanese International University*   2021 – 2024
    Relevant Coursework: Programming, Database Management, Networks & Security,   Khyara, Lebanon
Operating Systems, Information Systems, Cybersecurity.

💼 Professional Experience

School of Talents (SOTA), *IT Support Specialist*   Sep 2024 – present
                                                       Barelias, Lebanon

- Troubleshooting and resolving technical issues for staff using utilizing tools such as **Microsoft Windows**, **Microsoft Office 365**, and **AnyDesk.**
- Maintaining and updating hardware and software systems, including **printer management software.**
- Installing essential software for staff and student use.
- Conducting monthly training sessions for teachers, introducing them to new tools and technologies to enhance their teaching methods and productivity.
- Implementing data backup routines and ensuring compliance with security protocols to safeguard school data.
- Managing and supervising the school printers to ensure seamless functionality for approximately 30 staff members.

Chtoura Hospital, *IT Support Intern*   Jul 2024 – Sep 2024
                                                       Chtoura, Lebanon

- Installed and repaired printers to ensure optimal network performance.
- Utilized advanced software tools, including **AnyDesk** and **OpenNMS**
- Connected new employees to the hospital's information systems and added them to the hospital network.
- Maintained the security camera system for optimal functionality.
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- Performed system installations and updates, including formatting computers and deploying **Windows operating systems** tailored to hospital workflows.

ClimbAID Organization, *Volunteer*   2020 – 2022
- Led the women's climbing session, curating a range of activities to promote   Taaneyel, Lebanon
  inclusivity, leadership skills and foster teamwork.
- Facilitated international collaborations, gaining invaluable cross-cultural
  experience.
- Collected, monitored, and analyzed session and participant data, using Excel for
  detailed tracking, reporting, and visualizing progress to enhance decision-making
  and program outcomes.

Certificates

- **CCNA Courses: Introduction to Networks (ITN), Routing and Switching Essentials (RSE), Scaling Networks (SN), Connecting Networks.**
  Cisco Networking Academy

- **CyberOPS Associate, Microcomputer Support, Network Security**
  Cisco Networking Academy

Power BI Data Analyst Associate
Microsoft

- **UI/UX Design Expert Course: User Experience**
  Simplilearn

Languages

English
Fluent

Arabic
Native Speaker

French
Fair

Interests

Web Development | Networking | System administration | AWS Analytics | AI | Azure

Skills

Leadership   Creativity   Critical Thinking   Problem Solving   Flexibility

Hard Skills

SQL | Excel | Python | Power BI | FIGMA | Microsoft Office Suite | phpMyAdmin

References

Upon Request