

Mohamad Rassoul

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OBJECTIVE

Proficient worker seeking a responsible job description in a busy working environment. Motivated team player while maintaining high levels of accuracy. Quick to learn new technology and in de-depth product knowledge. I'm highly adaptable and can work well within a team environment.

Skills

Frontend development: React.js JQuery HTML CSS Javascript.

Backend development: Node.js PHP.

Mobile app development: Flutter .

Technical support: Windows server configuration Hardware and software support Network support.

Work experience

Technical support internship Rafik Hariri hospital

May 2024 – present
Beirut ,Lebanon

- Documented all support requests and resolutions in the ticketing system to maintain accurate records and identify trends.
- Provided on call support to end users.
- Assisted with the deployment and configuration of new workstations, ensuring proper installation of operating systems, applications, and peripherals.
- Participated in team meetings to share knowledge, identify areas for process improvements, and collaborate on complex technical problems.

Technical Support Specialist CodeCodile

June 2023- May 2024
Beirut ,Lebanon

- Provided technical support to end-users, resolving hardware and software issues promptly and effectively.
- Provided Tier 1 technical support for Windows Server infrastructure, including troubleshooting common issues with Active Directory.
- Provided after-hours and on-call support to ensure continuous operation of critical systems.
- Installed, configured, and maintained computer operating systems and peripherals.
- Collaborated with cross-functional teams to identify and resolve complex technical issues.

Freelance web developer

Aug 2021 – Mar 2023
Beirut ,Lebanon

- Developed responsive, websites for small businesses and individual clients using React.js PHP and MYSQL .
- Implemented secure coding practices and stayed up-to-date on the latest web development frameworks, libraries, and best practices..

- Conducted thorough testing and debugging to ensure websites and applications were fully functional and met quality standards.
- Collaborated with clients to understand their goals, proposed creative solutions, and delivered projects on time and within budget.

Education

Le Cnam Liban

- M1 Degree in Network Engineering

Oct 2023 – Present

Beirut ,Lebanon

Le Cnam Liban

- Bachelor Degree in Information Technology (IT)

Nov 2020 – Sep 2023

Beirut ,Lebanon

CIS College

- BT3 in Information Technology Degree (IT)

Oct 2017 – May 2020

Beirut,Lebanon

Certifications

Le Cnam Liban

Jan 2023

Beirut , Lebanon

- CCMAV7 ITN: Introduction to networks
- CCMAV7 SRWE: Switching , Routing and network essentials

Languages

- Arabic : native
- English : fluent
- French:good