Ragheed Haidar

✉ ragheed.haidar@outlook.com
in www.linkedin.com/in/ragheed-haidar
☎ +96176617150
◎ Choueifat, Lebanon
🗓 1994-04-28

A dedicated IT professional with 7 years of experience in network and IT support, seeking to leverage my technical expertise and leadership skills in a challenging role as a Network and IT Specialist. Equipped with a strong understanding of emerging technologies and certifications including CCNA, ITN, SRWE, ENSA v7, ITIL, and CyberOPS, I aim to contribute to the digital growth of a progressive, international organization.

Work Experience:

IT Support Officer
Turnkey System - Beirut, Lebanon
2021- present

- Installing and configuring computer hardware, software, systems, networks, printers, scanners and handheld devices, Wi-Fi.
- Monitor and maintain computer systems and networks.
- Responds in a timely manner to service issues and requests.
- Provides technical support across the company (this may be in person or over the phone).
- Troubleshoot system and network problems, diagnose and solve hardware or software faults.
- Repair and replace equipment as necessary.
- Support the roll-out of new applications.
- Set up new user accounts and profiles.
- Manage Backups, Email systems, and Licensing renewals.
- Manage/Troubleshoot MS Teams, Office365, GMAIL, VPN and Remote Connectivity.
- Use in workplace tools "Slack", "Click Up" and Easy Redmine.

Network Specialist
Freelance - Choueifat, Lebanon
2017- 2021
- Working closely with more than 100 users.
- Configuring access point (MIKROTIK Routers Board device).
- Supporting users via phone calls (troubleshooting the problem).
- Configuring routers through PPPOE protocol.

Administration Officer
NAZIH Aluminum Company - Choueifat, Lebanon
2014-2017
- Taking appointments and preparing meetings with customers and employees
- Arranging the office papers.

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Education:

Computer Science
MUC - "MATN University College of Technology"
Beirut, Lebanon - 2015-2018

TS in information Technology
CIS College
Beirut, Lebanon - 2013-2015

Certificates:

- Managing Modern Desktops (MD-101)-uCertify-2024
- Microsoft Windows 10 (MD-100)-uCertify-2024
- ITIL 4 Foundation-uCertify-2024
- Telecommunications & Networks Internship-OGERO-2023
- CyberOPS - CISCO Network Academy – 2023
- CCNA ITN - CISCO Network Academy - 2019
- CCNA SRWE - CISCO Network Academy – 2019
- CCNA ENSA v7 - CISCO Network Academy - 2019.

Skills:
Hard Skills

- Networking and troubleshooting (4 out of 5)
- Hardware and software installation (4 out of 5)
- System administration (Windows) (4 out of 5)
- Cybersecurity and data privacy knowledge (1 out of 5)
- Microsoft Office (3 out of 5)

Interpersonal Skills

- Communication
- Leadership

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Languages:

Arabic	English
• Reading: Native • Writing: Native • Listening: Native • Speaking: Native	• Reading: Intermediate • Writing: Intermediate • Listening: Intermediate • Speaking: Intermediate