

KHODER MATTAR

IT Technician

Doha, Qatar

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Date of birth 20/01/1996 Nationality Lebanese
Place of birth Lebanon

PROFILE

Innovative IT Technician with a proven track record of identifying performance issues and making updates to achieve optimal performance. Adept in collaborating with colleagues to ensure product quality and improvements. Experienced in leading teams to evaluate system functioning and remain forward-thinking in design and progress.

EMPLOYMENT HISTORY

- ❖ **Apple Certified Technician (ACIT, ACMT), Midis Group** Sep 2023 — Present
Doha
 - Responsible for diagnosing, testing and repairing Apple Computer Systems and Mobile Devices following Apple Guidelines Repair Procedures.
 - Accurately document all repairs, parts, and services performed, maintaining detailed service records
 - Followed safety protocols to ensure the safety of the technician.
 - Identified the most up-to-date version of firmware available.
- ❖ **Apple Certified Technician (ACIT, ACMT), Adkom Sal. Apple** 2022 — Aug 2023
Authorised Service Provider , Reseller Beirut
 - Mobile and Mac hardware and software technician.
 - Installing and updating software package, and creating and maintaining computer networks
 - Followed safety protocols to ensure the safety of the technician.
 - Provided technical support to customers, resulting in a 96% decrease in customer service inquiries
 - Establish, develop and maintain positive business and customer relationships
 - Present, promote and sell products/services using solid arguments to existing and prospective customers
 - Perform cost-benefit and needs analysis of existing/potential customers to meet their needs
- ❖ **IT Technician, Selfani Store** 2019 — Jul 2022
Beirut
 - Installed, configured, and maintained operating systems, applications, and software.
 - Monitored systems, identified issues, and resolved them in a timely manner.
 - Installed and configured mobile devices such as smartphones and tablets
 - Updated systems and applications to the latest versions.
 - Implemented a backup and disaster recovery plan to ensure business continuity.
 - Troubleshooted hardware and software issues for mobiles and laptops, desktop, resulting in an improved customer service experience.
- ❖ **Electronic Technical, Fady Ernest Tehini & Cie** 2016 — Jul 2019
Beirut
 - Provided technical support for end-users and resolved escalated technical issues.
 - Utilized advanced diagnostic tools to identify and repair technical issues, resulting in a 90% increase in aircraft availability.
 - Maintenance Employee Weighbridge.
 - Holding meetings with the customer, presenting and explaining the precise details, and ending the meetings by signing a contract that satisfies both parties.

- ❖ **IT Specialist, Five Cell** 2014 — Dec 2015
Beirut
- Mobile repair software and hardware.
 - Great customer service and interpersonal skills.
 - Good organization, time management and prioritization.
 - Excellent problem-solving and critical thinking skills.

EDUCATION

- ❖ **Industrial Technical Institute** 2015 — 2016
Advanced Technician Diploma-Information Technology Beirut

- ❖ **Industrial Technical Institute** 2013 — 2015
Technical Baccalaureate in Electronics Beirut

SKILLS

Customer Service	<i>Expert</i>	Knowledge of ticketing systems	<i>Expert</i>
Computer Skills	<i>Expert</i>	Security protocols and cybersecurity measures	<i>Expert</i>
Problem Solving Skills	<i>Expert</i>	Technical support and troubleshooting	<i>Expert</i>
Excellent Communication Skills	<i>Expert</i>	Teamworking	<i>Expert</i>
Computer Programming	<i>Expert</i>	Adaptability and continuous learning	<i>Expert</i>
Time management	<i>Expert</i>		

LANGUAGES

Arabic	<i>Native speaker</i>	French	<i>Good working knowledge</i>
English	<i>Very good command</i>		

CERTIFICATES

- ❖ **Apple Certified Macintosh Technician (ACMT)**
- ❖ **Apple Certified IOS Technician (ACIT)**
- ❖ **Superior Technician in Information**