

AHMAD SAYED

IT Support

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SUMMARY

Highly skilled IT Support Specialist with 4 years of experience providing technical assistance to ensure the seamless operation of hardware, software, and network systems. Proficient in diagnosing and resolving technical issues, maintaining system integrity, and delivering exceptional customer service in fast-paced environments. Expertise in troubleshooting, system upgrades, and deploying solutions to optimize IT infrastructure. Strong communicator with the ability to translate technical concepts into user-friendly language, enabling effective training and support for end-users. Adept at prioritizing tasks, managing incidents, and ensuring minimal downtime to meet organizational objectives. Committed to staying current with emerging technologies and best practices to enhance system efficiency and security.

TECHNICAL SKILLS

Programming Languages: HTML, CSS, JavaScript, PHP, Python

Frameworks: React, Node.js, Express.js, Django

Databases: MySQL, MongoDB

Tools: Git, GitHub, Docker, Visual Studio Code

Networking: CCNA1, CCNA2, CCNA3, CCNA4 (Switching, Routing, Wireless Essentials, Connecting Network)

More Skills: Network security, CyberOps, IT Essentials, System and Network Administration, Based AI, Social Media, Marketing

EXPERIENCE

Web Content Administrator and IT Support

Black Pearl Tours, Koura Haykaliyeh

2024 – Present

- **Web Content Administration:** Proficient in CMS platforms such as WordPress, Drupal, or Joomla, ensuring timely updates, SEO optimization, and content alignment with branding guidelines.
- **IT Support:** Hands-on experience with diagnosing and resolving hardware, software, and network issues in Windows, macOS, and Linux environments.
- **Technical Troubleshooting:** Skilled in incident management, system maintenance, and deploying solutions to minimize downtime.
- **Data Analysis & Reporting:** Monitoring website analytics to enhance engagement and compiling IT support metrics for performance improvement.
- **Communication & Training:** Translating technical concepts into user-friendly instructions and conducting training sessions for end-users.

Freelance Web Developer (Remote)

Up work and Other Platforms

2019 – Present

- **Completed 15+ freelance projects** with a focus on web and mobile applications.
- **Developed a health-specific website** for doctors with appointment booking features, enhancing user engagement by 30%.
- **Created an e-commerce mobile application** for electronics and accessories, increasing client sales by 25%.
- **Delivered a football-related mobile app project**, boosting user registrations by 40%.
- Executed over 5 projects, including desktop applications, POS systems, tax websites, and solutions for gyms and coffee shops.
- **Implemented TeamViewer support** for remote troubleshooting and maintenance.
- Improved client operational efficiency through tailored software solutions, resulting in a 20% reduction in operational costs.

IT Support and Accounting

Pets Mondo, Tripoli Ashir Deyyeh Street Branch

2019 – 2021

- Provided Level 1 and Level 2 IT support for data entry, inventory management, and pricing for three branches.

- Developed and implemented a custom system for inventory tracking and logistics, reducing inventory discrepancies by 20%.
- Streamlined the supply chain process, leading to a 15% increase in operational efficiency.
- Ensured antivirus programs on all machines were updated regularly.
- Worked with Helpdesk to create email addresses, update mailing lists, and keep proper tracking of email addresses.

WORKSHOP & TRAININGS

Social Media, Marketing, Finance, Sales Workshop, Anera NGO

July to December 2024

- **Social Media Marketing**
- Comprehensive training on creating and executing effective social media strategies across platforms like Facebook, Instagram, LinkedIn, and Twitter.
- Techniques for audience targeting, content creation, and performance analytics.
- Hands-on workshops on leveraging paid ads, influencer collaborations, and organic growth strategies.
- Emphasis on SEO, engagement metrics, and brand consistency in digital campaigns.
- **Finance**
- Workshops covering financial planning, budgeting, and investment strategies for individuals and businesses.
- Training in financial tools and software, including Excel, QuickBooks, and ERP systems.
- **Sales**
- Practical training on advanced sales techniques, including consultative selling, objection handling, and closing strategies.
- Workshops on customer relationship management (CRM) tools like Salesforce and HubSpot.
- Strategies for lead generation, sales pipeline management, and upselling/cross-selling.
- Role-playing exercises to enhance negotiation skills and customer engagement.

Web Development Workshop, WATAD Organization

January to March 2024

- Completed a comprehensive web development workshop covering advanced topics in HTML, CSS, and JavaScript.
- Secured an internship through WATAD Organization with Grow Smart, contributing to three significant projects:
 - **Health-specific Website:** Developed a booking system for doctors, tailored to individual specializations.
 - **E-commerce Mobile App:** Created an app for electronics and accessories, enhancing user experience and increasing sales.
 - **Football-related Mobile App:** Designed an app for managing football leagues and tournaments, improving user engagement.

EDUCATION

Bachelor of Science in IT –Computer Science

Lebanese University International

Graduation: 2024

ADDITIONAL INFORMATION

- Soft Skills: Problem-solving, Communication, Time Management
- Languages: Arabic (Native), English (Good), French(Good)
- Certifications:
- By Dotnet – Basic AI – Completion: 2024
- By Anera – Social Media, Marketing, Finance and Sales – Completion: 2024
- By CISCO – Software, Network, and Cybersecurity Solutions - Completion: 2024
 - CCNA1 (Fundamentals Of Networks)

- CCNA2 (Computer Networks)
- CCNA3 (Scaling Network)
- CCNA4 (Connecting Network)
- Switching, Routing, and Wireless Essentials
- Network Security
- Cyber Ops
- IT Essentials