



## Raffi Khajik Jiftejian

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**Adress:** Naccach , Lebanon

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### Career Objective

I am seeking a challenging IT Support role within a dynamic organization where I can leverage my technical skills, problem-solving abilities, and passion for technology to contribute to team success. I am particularly interested in roles that allow me to provide technical assistance and support to end-users, troubleshoot hardware and software issues, and implement IT solutions that enhance operational efficiency. My goal is to work in a collaborative environment that values continuous learning and professional growth.

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### Education

**Diploma of Establishment of Senior Technician in Electronics, Electrotechnics.**

Cnam-Liban

2019

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### Additional Information

- **Languages:** fluent in Armenian, Arabic, French, and English
- **Technical Skills:**
  - Proficient in Microsoft Office (Word, Excel, PowerPoint)
  - Skilled in Internet Research
  - Basic knowledge in AutoCAD
  - Strong teamwork and communication abilities
  - Excellent multitasking and leadership skills
  - Self-motivated and able to work independently
- **Certifications:**
  - Certificate of Completion for 35 Contact Hours of PMP Exam Prep Course

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## Work Experience

### Branch Manager

Pick Daily Picks (Kuwait)

April 2024 - present

- Implementing and maintaining health and safety standards.
- Leading and training staff to ensure high levels of service.
- Overseeing inventory and stock control.
- Handling customer complaints and feedback.

### Clinical Database Designer

Clinchoice (Armenia)

September 2021 - February 2024

- Plan and coordinate database design, development, implementation and maintenance of clinical research systems.
- Perform comprehensive quality control procedures.
- Program and test databases in accordance with programming standards and validation procedures.
- Experience in SAS programming (Data Cleaning) in the pharmaceutical industry.
- Perform Spec creation and review by SDTM standards.

### Head of Maintenance Department

MDLS (Lebanon)

March 2019 - October 2020

- Supervising and leading all maintenance processes and operations.
- Documenting and preparing daily progress reports and maintenance logs.
- Liaising with customers for their preventive and regular maintenance requests.
- Site surveying for installation of security systems: fire & intrusion alarms, CCTV, & access control.

### Electronic Technician

ITSEC (Lebanon)

July 2016 - February 2019

- Installing and maintaining CCTV, fire alarms, and intrusion alarm systems.
- Handling all kinds of networking solutions such as access point configuration.
- Installing, and configuring IP telephones.

### Floor Attendant and Counter Supervisor

Crepaway Restaurant (Lebanon)

August 2012 - October 2014

- Serving customers, maintaining fast and efficient service.
- Checking the opening and closing procedure of the counter.