

Eric Youtanji

Date of birth:28/08/1997 | **Nationality:**Lebanese | **Gender:** Male | **Phone number:**(+961) 76511433 (Mobile) |
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ABOUT ME

I am a forward-thinking, flexible, trustworthy, and innovative professional telecom engineer who understands the importance of effective collaboration and high standards in my work. With more than 4 years of experience in similar positions, I have the skills, qualities, and experience to match the job description. I am an achiever who helped all my previous employers increase their numbers. Secure a lucrative number of tickets and help to create an automated ticketing system.

WORK EXPERIENCE

02/2024 – CURRENT Amaret Chalhoub, Lebanon
IT SUPPORT ENGINEER - MALIA GROUP

- Adjusting endpoint protection configurations for active users within the Crowdstrike platform.
- Managing office 365 licenses, end user office apps deployment and resolving endpoint issues.
- Ensured optimal performance and security by managing upgrades and maintenance for software and hardware across the network infrastructure.
- Administered Veeam agent backups, ensuring successful execution and integrity of all critical backup operations.
- Managed active directory accounts and devices, implementing new policies to optimize user access and enforce security standards.

08/2023 – 2/2024 Zouk Mousbeh, Lebanon
IT SUPPORT - FACILITATE

- Managed accounts and devices on Active Directory, and deploying new policies to ensure seamless user access and security protocols.
- Identified and established firewall rules (FortiGate), overseeing firewall interfaces to enhance network security over.
- Administered Microsoft Exchange accounts, guaranteeing efficient communication within the organization.
- Modifying rules and policies over Kaspersky antivirus for active users
- Created and managed user accounts on Office 365 and Vonage platforms, GoDaddy platform, optimizing collaboration and telecommunication tools.
- Maintained and upgraded software and hardware systems to ensure optimal performance and security across the network infrastructure.

05/2021 – 07/2023 beirut
NOKIA XTAC INTEGRATION & TECHNICAL SUPPORT ENGINEER - NOVELUS / NEXIUS

- Provided support for troubleshooting and integration across 3G, LTE, 5G, and C-Band technologies over Nokia and Ericsson Mobile network towers for AT&T and T-Mobile.
- Demonstrated proficiency in utilizing PIM and AREA tools for quality assurance, and in RF design ensuring optimal network performance.
- Managed end-to-end project life cycle, including initiation, planning, execution, monitoring, and closure phases.
- Expert use of Ericsson network management and Nokia NetAct Operation Support System.

06/2020 – 10/2020 Jdeideh, Lebanon

INTERNSHIP - WIMAX TOPOLOGY & SYSTEMS MADA

- Demonstrated expertise in WiMAX sites, including hands-on experience with site installations, and providing remote technical support to ensure seamless operations.
- Supported roaming and mobile services by ensuring seamless mobility of terminal stations across the entire service network.

06/2018 – 10/2018 Sin El Fil, Lebanon

INTERNSHIP - 5G NETWORKING & BUSINESS SUPPORT SYSTEM ERICSSON

- Conducted research to evaluate emerging technologies, staying current with trends in cellular/mobile network communication, with a focus on 5G advancements.
- Worked closely with partners to support operational and developmental activities, investigating and validating new capabilities within the 4G-5G domain.

EDUCATION AND TRAINING

01/2015 – 10/2020 Beirut-Baabda, Lebanon

BE IN COMPUTER & TELECOMMUNICATION ENGINEERING Antonine University

2015 Jezzine, Lebanon

GENERAL SCIENCE - SG Collège Notre Dame de Machmouche

LANGUAGE SKILLS

Mother tongue(s): **ARABIC** Other

language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	B2	B2	B2	B2
FRENCH	B1	B1	B1	B1	B1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Excellent knowledge of Microsoft Office (Word, Power Point, Internet, Windows) | TCP/IP (Cisco certificate CCNA1 and CCNA2) | Beginner JavaScript for WebDevelopment | Basic Knowledge of PHP/MySQL | Ericsson ENM | Beginner HTML/CSS | Routing and Switching (CCNA level)

ADDITIONAL INFORMATION RECOMMENDATIONS

Elie Lahoud Team lead in Novelus:
Acknowledged for outstanding performance, achieving a high number of resolved tickets, providing training to new team members, and demonstrating excellent decision-making skills. **PROJECTS**

5G sub-6GHz and mm-Wave Base station Master of Engineering Final Year Project:
-Development of novel 5G sub-6GHz and mm-Wave antenna for mobile network

HOBBIES AND INTERESTS

- Football
- Hiking- Camping
- Pingpong basketball

SKILLS

Personal Skills

Team Work & Team Player | Problem Solving Skills | Critical thinking and analysis | attention to details and professional curiosity | Flexibility and Cultural adaptability
