

# Samara Al Ibrik

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Highly motivated IT Support Specialist with 2 years of experience in providing technical assistance and troubleshooting for a variety of software and hardware issues. Currently seeking to leverage my technical skills and customer service expertise to transition into a new career path that offers opportunities for growth and development.

## Experience

### **Application Support Engineer**

#### **Allied Engineering Group**

**6/2022 - present**

Responsibilities:

- Providing assistance to users who are experiencing technical issues with hardware, software, or other computer systems. This involves troubleshooting problems and finding solutions efficiently.
- Help with installing, configuring, and maintaining computer hardware.
- Installing, configuring, and updating software applications and operating systems on users computers.
- Providing training and support to users on how to use the system. This may include creating documentation.
- Providing excellent customer service by responding promptly to user requests and inquiries, maintaining a professional relation, and ensuring that users are satisfied with the support provided.
- Responsible for attaching databases, updates, configuration and testing.

### **Math Teacher**

#### **Angelic Saliba Public School**

**2021 - 2022**

## Responsibilities:

- Develop and implement lesson plans that meet state curriculum standards and address the diverse needs of students.
- Deliver engaging and interactive mathematics lessons to students in various grade levels, using a variety of teaching methods to facilitate understanding.
- Design and administer assessments to evaluate student progress, provide feedback, and adjust teaching strategies as needed.
- Maintain a positive and productive classroom environment by implementing effective classroom management techniques.
- Utilize educational technology and digital resources to enhance learning and engagement.
- Work collaboratively with other teachers, administrators, and staff to develop and implement school-wide initiatives and programs.
- Lead or assist with extracurricular activities, such as math clubs or competitions, to foster a love of mathematics outside the classroom.

## Education

Bachelor of Business Computer

Faculty Of Technology

Lebanese University

2017-2021

## Certifications

- **Digital Marketing (Entry Level)** – Completed, 10/10/2024  
*Core Topics: Introduction about digital marketing, Branding, Mission statement, Building logo, Canva, Vision, Building pages, Persona, Content marketing, Meta business suit, Boosts.*
- **Digital Marketing (Intermediate Level)** – Completed, 2024  
*Core Topics: Clarity, Copy Writing, SEO, Ads manager.*

- **Digital Marketing (Advanced Level)** – *In Progress*, Expected Completion: 2025  
*Core Topics: Marketing plan, empathy mapping, Google analytics, leads page, sales page, sales funnel, email marketing, case studies.*
- **Graphic Design Course** – *In Progress*, Expected Completion: 2025  
*Core Topics: Photoshop and illustrator on Adobe, branding, packaging, Video editing, animations.*

## **Technical Skills**

- Database: SQL and Oracle
- Windows operating systems: PowerShell and Command Prompt.
- Virtualization Technology: VMWare.
- Microsoft Office Word, Excel and PowerPoint.

## **Interpersonal Skills**

- Great communicator
- Great Listener
- Professionalism
- Work under pressure
- Problem solving
- Teamwork
- Willingness to learn
- Critical thinking
- Time management

## **Local Volunteer**

Scouting

## **Languages**

- Arabic: Native
- English: Fluent
- French: Fluent