

Mahdi Daher Salloum

Management Information Systems

My Contact

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📍 Sfeir, El Moustawsef street
Beirut

Hard Skill

- Database Management
- Systems Analysis and Design
- Network Administration
- Data Analysis
- Information Security
- Project Management
- IT Governance
- Technical Support
- Business Intelligence (BI)

Soft Skill

- Communication
- Problem-Solving
- Teamwork
- Adaptability
- Critical Thinking

Certificates

2022
CCNAv7 : Introduction to
networks

2022
CSIT320 : Microcomputer IT
essentials

Languages

Arabic: Native
English: Fluent
French: Good

About Me

Highly motivated, likable and dedicated to excellence.

Proven IT support with a results-driven approach, with a strategic vision, technical proficiency, and unwavering dedication converge to drive transformative change.

Client-centric focus and effective collaboration ensure organizations thrive amid technological evolution.

IT capable of operating in a fast-paced fin-tech company.

Eager to offer superb analytical and computer skills to help my firm grow its client base.

Professional Experience

IT and Management | BMS, Beirut

Jan 2024 - Present

Responsible of multiple tasks such as:

- Administering data via computer systems, software, databases, networks, and servers.
- Setting up hardware, installing software, maintaining and repairing technological equipment, and managing software on computers and networks.

Call Center Agent | Smart Source, Beirut

Apr 2023 - Sep 2023

Working for WFP while:

- Managing large amounts of inbound and outbound calls in a timely manner. Following call center "scripts" when handling different topics.
- Identifying customers' needs, clarify information, research every issue and providing solutions

IT and Management | Sbeity Computers, Beirut

Jan 2021 - Dec 2021

- Managing and storing data using computers, software, databases, networks, and servers.
- Set up hardware, install software, maintain and repair technological equipment and manage software in computers and networks.

Education Background

Management Information Systems | Lebanese International University, Beirut

- Graduated in 2022, using specialized software to store, protect, and organize data.
- Overseeing all aspects of data administration, including database design, security, troubleshooting, and more.

Information Technology CIS College, Beirut

- Operating and maintain technology products.
- Network management, software development, and database administration.
- Providing technical support to a business or an organization's employees.