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# Amer Issam Ayoub

Beirut, Lebanon

D.O.B.: 18-June-1997

Nationality Lebanese

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## PROFESSIONAL EXPERIENCE

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### Nesma & Partners – Senior IT Administrator

Sin El Fil - Beirut

2/2018 - till now

#### Main Tasks and Responsibility:

- Configure Aruba and HP Switches.
- Managing CISCO Video Conference Room (Spark Room Kit Plus).
- Give Engineers and users access to domain and folder protection.
- Manage Rules, Policies, Security, VPN Tunnel, Access list, and monitoring logs/reports in the firewall of the company (Fortigate 200E, Fortigate 200F).
- Create and Enroll Users in the fingerprint machine.
- Create/change and Give access to an Extension on AVAYA IP Telephony.
- Perform preventive maintenance of all IT hardware (Photocopiers, Plotters, Wi-Fi routers, Switches, Servers, PCs, Laptops, Storage,...)
- Record events and problems and their resolution in logs.
- Diagnose and resolve technical software issues.
- Perform regular backup on all network servers on Backup Tape and Users PC on SAN Storage.
- Install and configure NVR and Ip Cameras.
- Submit timely reports and prepare presentations/proposals as assigned.
- Investigating and diagnosing network problems.
- Configuration and installation of IT solutions.
- Assisting co-workers with everyday IT needs.
- Monitoring of the Internet, email, and IT usage statistics of company employees.
- Stay current with system information, changes, and updates.

### MUC University – IT Administrator

Haret Hreik - Beirut

5/2016 - 7/2017

#### Main Tasks and Responsibility:

- Updating and monitoring IT user accounts.
- Give Students and users access to domain and folder protection.
- Maintenance & management of the Critical Windows Environment.
- Maintaining up-to-date Antivirus levels on all machines university-wide.
- Managing and monitoring of backups in multiple locations.
- Image using Acronis software.
- Purchasing, Installing and remotely controlled IP CCTV camera, DVR configuration, access and support.

- Troubleshooting technical problems and implementing solutions.
- Purchasing of IT Equipment and software in line within agreed budgets.
- Supporting a multi-site IT infrastructure.

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## EDUCATION

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**2019 – 2021**      **Master of Science, AUCE**

- Computer Science.

**2015 - Fall 2018**   **Bachelor of Science, MUC**

- Computer Science.

**2014 - 2015**      **BT, CIS College**

- BT3, Information Technology (Achieved Fourth Rank in Lebanon)

### Certificates

- **Cisco**, CCNA
- **Microsoft**, Networking Fundamentals
- **CIS**, Internship in Information Technology
- **MUC**, Simulation Driven Product Development | ANSYS
- **MUC**, Cambridge English
- **Lebanese University**, LUFE III IEEE Competitive Programming Competition
- **Civil Defense**, Band-Aid

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## Projects

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- Senior project (Chat Application on C#)
- Microcontroller project (Traffic Light Control System)
- Android project (Chat\_App including AES security, Accessibility\_Contact\_App)
- Java project (Programmer Calculator; Distance Calculation)
- ASP.NET (Hospital website, with SQL Server)
- Networking and Security (Types of virus, anti-viruses, and how to protect yourself)
- 8086 microprocessors (Types, Technology, Assembly)
- Storage Devices (HDD, SSD, CD/DVD/Blu-ray, flash memory)
- Types of screens (CRT, PLASMA, LCD, LED, OLED...)
- Web-Based Application Development project (websites)
- Statistic project (Life about Smart Phones)
- Types of Computers (Super Computer, Mainframe, mini, micro, and laptop computer)
- System Analysis project (Hotel management)
- Business Skills project (Managing Teams, Communication and Remote Working, Technology and Information Sharing, Monitoring Checkpoints and Workforce, Crisis Management and Risk Mitigation)

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## TECHNICAL & PROFESSIONAL SKILLS

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- **Technical Skills:**

- Computer maintenance
- Internet setup and troubleshooting
- Network configuration
- Managing and backups
- Image Using Acronis

- **Computer Software skills:**

- JAVA, C Language, C++, C#, Dot Net, PYTHON, Assembly
- Android
- Matlab
- Web Design, PHP, JS, Bootstrap, HTML5, CSS-3
- Ubuntu
- Database: MySQL, Access, SQL Server
- Office: Excellent
- Internet: Excellent
- Operating System: Windows, Windows Server 2008/2012/2016/2019/2022, Macintosh, Linux

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## Languages

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- Arabic (Native Language)
- English (very good)
- French (poor)

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## References

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