Ali Al Rida Hamdar
Contact Number: +961 78864187 | Email: alihamdar85@gmail.com
LinkedIn: LinkedIn Profile
Location: Beirut, Lebanon | Nationality: Lebanese

SUMMARY

Enthusiastic and forward-thinking Computer and Communications student with foundational knowledge in networking (CCNA I, CCNA II), Cyber Security, and database management. Familiar with various programming languages and technologies including HTML, CSS, SQL, Java, JavaScript, C++, PHP, Python, and Arduino. Excels in collaborative environments and adapts quickly to new challenges. Passionate about leveraging technology to solve real-world problems and eager to gain hands-on experience.

EDUCATION

Bachelor's Degree in Computer and Communication Engineering
Lebanese International University, Beirut
Sep 2018 – July 2024

EXPERIENCE

IT Helpdesk – Information Technology & Information Security
Montyholding, Beirut
July 2024 – Present

- Providing ongoing IT support in hardware, software, and network troubleshooting.

- Assisting in managing and securing IT infrastructure.

- Performing maintenance on company systems and resolving issues promptly to ensure smooth operations.

Online IT (Still working)
Online
Sep 2021 – Present

- Troubleshooting and maintaining PCs, diagnosing hardware and software issues, and providing remote support.

- Fixing hardware and software bugs on various devices, including laptops, desktops, and MacBooks.

- Utilizing helpdesk software to monitor and manage hardware, software, and support requests.

- Providing ongoing support for IP phone maintenance and troubleshooting.

- Handling printer and scanner setups, including hardware and software configurations.

- Formatting laptops and troubleshooting software and hardware-related issues.

Store Manager
Zendn, Beirut
Apr 2017 – May 2021

- Managed daily operations of the cyber café, ensuring a smooth and efficient workflow.

- Handled customer interactions, providing exceptional service and support.

- Oversaw PC maintenance, ensuring all systems were up-to-date and functioning properly.

SKILLS

- **Programming Languages:** HTML, CSS, SQL, Arduino, Java, JavaScript, C++, PHP, Assembly, Python.

- **Tools:** Command Lines, Oscilloscopes, Text Editors, Debuggers, Helpdesk Software.

- **Computer Skills:** Operating Systems (Windows, Linux), Networking (CCNA I, CCNA II), Maintenance of PC Hardware, Optimization of PC Software, Printer & Scanner Setup, IP Phone Troubleshooting, Adobe Premiere Pro, Microsoft Office (Word, PowerPoint, Excel), Adobe XD, AutoCAD.

- **Specialized Skills:**

  o IP phone maintenance and troubleshooting.

  o Printer and scanner setup (hardware and software).

- o MacBook workstation troubleshooting.

- o Formatting and troubleshooting laptops (hardware/software).

PROFESSIONAL DEVELOPMENT

- Studied for **Introduction to Cyber Security** (Code Academy).

- Completed **CCNA I** (CISCO).

- Completed **CCNA II** (CISCO).

- Currently completing **CompTIA Linux+ Complete Course & Exam** (Udemy).

LANGUAGES

- **Arabic:** Native

- **English:** Highly Proficient

- **French:** Limited Proficiency