

Khalil Salha

IT Support

Phone: +961 76 878 133 | Email: Khalil.i.salha@gmail.com

Summary

Computer Science graduate with robust experience in IT support, network administration, and system optimization. Skilled in streamlining IT operations, enhancing system performance, and implementing secure network solutions. Eager to leverage technical expertise and problem-solving skills in a challenging IT role.

Experience

IT Support | June 2024 - Present

Cristal Grand Kadri Hotel, Zahle, Lebanon

- Delivered comprehensive Level 1 and Level 2 support for hardware, software, and network issues, ensuring efficient problem resolution to reduce downtime. Conducted user training on core IT systems, including IP phone and network access, to facilitate seamless onboarding.
- Configured and managed Ubiquity wireless access points and network switches, ensuring secure, optimized coverage across all necessary areas. Handled the installation and configuration of network infrastructure for high reliability and performance.
- Maintained accurate IT documentation, detailing configurations, troubleshooting steps, and maintenance processes to ensure policy compliance and facilitate efficient issue resolution.
- Conducted regular software updates, security patches, and system backups. Performed data recovery and file retrieval for compromised or corrupted systems, ensuring data integrity and accessibility.
- Installed, configured, and maintained Hikvision surveillance systems, ensuring system security and operational compliance across all devices.
- Managed setup and troubleshooting of IP phones and VoIP systems, enabling effective communication channels and reliability in daily operations.

IT Support | January 2024 - June 2024

Propack Printing & Packaging S.A.L, Lebanon

- Assisted Configured and shared network printers, ensuring efficient use of resources by setting up PC printer settings for multiple users.
- Managed and secured access points, providing reliable and secure wireless connectivity for the organization.
- Provided user training on system usage and software applications, enhancing staff productivity, and reducing technical issues.
- Conducted software updates and patches, maintaining system security, and ensuring all software was up to date.
- Set up WAN and LAN configurations on PCs, optimizing network performance and ensuring seamless connectivity.
- Implemented firewall settings, enforcing security policies, and blocking unauthorized access to protect sensitive information.

Business Manager | June 2018 – January 2024

Salha Textiles & Curtains, Beqaa, Lebanon

- Managed daily operations, ensuring efficient workflow, and maintaining high levels of customer satisfaction by addressing client needs promptly and effectively.
- Developed and executed business strategies that drove sales growth and increased market presence, resulting in a 30% annual business growth.
- Supervised and trained staff, creating a productive and collaborative work environment that enhanced overall performance and service quality.
- Oversaw financial management, including budgeting, forecasting, and profit analysis, ensuring the business remained financially healthy and sustainable.
- Provided personalized customer service, assisting clients with design and fabric selections, and managing customized orders from processing to delivery.
- Implemented and maintained IT systems, including network administration and software configuration, to streamline operations and enhance data security.

IT Assistant and Paramedic (Volunteer) | September 2021 - June 2023

Aareen Bekaa Association, Beqaa, Lebanon

- Provided compassionate care for patients in emergencies, offering immediate medical assistance and emotional support to stabilize and comfort individuals in crisis.
- Developed and implemented social work programs and interventions, addressing the diverse needs of the community, and promoting health and well-being.
- Maintained composure in high-stress situations, ensuring calm and effective communication with patients and their families to provide reassurance and clear guidance.
- Established and maintained email, voice, and data networks, ensuring efficient and reliable communication for coordination among volunteers and staff.
- Ensured accuracy in databases for beneficiaries and stakeholders, facilitating precise analysis and reporting, which improved decision-making and resource allocation.
- Implemented and maintained systems for tracking resources, personnel, and logistics, enhancing the efficiency of emergency response and resource management.
- Managed platforms for public engagement and fundraising coordination, leveraging social media and other digital tools to raise awareness, secure donations, and coordinate community support during emergencies.

Education

Bachelor's degree in computer science - June 2023

American University of Science and Technology, Lebanon

Lebanese Baccalaureate in Life Science - June 2018

Collège Notre-Dame De La Consolata, Lebanon

Certifications

STEM Education - TOT, MAPS - 2023

Independent Social Worker, UNICEF - 2023

DATA Management - SQL, Digital Circle - 2022

Huawei Certified ICT Associate, Huawei - 2021

CCNAv7 Switching, Routing and Wireless Essentials, Cisco - 2021

CCNAv7 Introduction to Network, Cisco - 2021

IT Professional, MDSF and USAID - 2020

Competency in English - ECCE, Michigan Language Assessment - 2018

International Computer Driver's License - ICDL, Microsoft - 2018

Skills & Expertise

- | | |
|--------------------------------|---------------------------|
| • Leadership & Team Management | • Microsoft Office |
| • Data Entry and Analysis | • Business Development |
| • Communication & Negotiations | • Adaptability |
| • Time Management | • Customer Service |
| • Problem Solving | • Canvas |
| • Decision Making | • Planning & Organization |
| • Strategic Planning | • Market Research |

Languages

Arabic: Native | **English:** Fluent | **French:** Fluent