

Antoine Cherfane

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Professional Summary

Proactive IT Support Specialist with over 2 years of experience in hardware/software troubleshooting, network setup, and user support in both office and on-site environments. Skilled in configuring routers, managing IT assets, and delivering technical assistance in English and Arabic. Strong communicator with hands-on experience supporting Windows, macOS, and Linux systems. Currently pursuing CCNA certification to strengthen networking expertise.

Key Skills

- Technical Support: Hardware/software issue resolution, workstation setup, remote support (AnyDesk, TeamViewer)
- Networking: MikroTik, Cisco IOS, VPNs, basic routing, firewall setup, network troubleshooting
- IT Operations: CCTV installation, IT inventory management, system audits, antivirus setup
- Systems & Tools: Windows Server (AD, DNS, DHCP), Ubuntu/CentOS, macOS, Microsoft Office, CRM systems, virtualization using virtual box/VMware/Hyper-V and Proxmox, docker containers and use of Kubernetes for management

Professional Experience

- Corporate Technical Support
Moscanet Wise – Beirut, Lebanon | Mar 2024 – May 2025
 - Delivered L1/L2 support for corporate clients, resolving complex hardware and software issues
 - Installed and configured MikroTik/Cisco routers, VPNs, and firewalls for secure connectivity
 - Managed support cases via internal CRM and ensured proper documentation and follow-ups
 - Conducted remote diagnostics and provided guidance to users in both English and Arabic
- Residential Technical Support
Moscanet Wise – Beirut, Lebanon | Feb 2023 – Mar 2024
 - Supported residential users with Wi-Fi, device, and software-related issues
 - Configured routers and ensured seamless network performance
 - Provided friendly, step-by-step support for non-technical users |

- IT/Internet Support Technician

ExpertNet – Beirut, Lebanon | Mar 2021 – Feb 2022

- Troubleshoot desktop, laptop, and peripheral issues for on-site users
- Installed and configured operating systems (Windows, macOS), productivity software, and custom applications
- Performed full system formatting, antivirus installation, and data backup/restoration
- Provided on-site support for hardware diagnostics, driver updates, and system optimization
- Assisted with LAN troubleshooting and ensured device connectivity to shared printers and network drives
- Documented incidents, maintenance routines, and client feedback for continuous improvement
- Installed and configured **network infrastructure** (routers, switches, wireless networks) for residential and business clients

Education & Certifications

- LT in Systems and Networks – IPNET, Beirut | 2021–2022
- TS in Systems and Networks – ETSTC Dekwaneh | 2019–2021
- BT in IT – ETSTC Dekwaneh | 2015–2018

Certifications:

- MTCNA – MikroTik Certified Network Associate
- MTCRE – MikroTik Certified Routing Engineer
- Apple Certified Professional – macOS 11
- Linux Foundation Certified System Administrator (LFCS)– In Progress
- CCNA – In Progress

Languages

Arabic (Native),
English (Professional)

Hobbies & Interests

Tech exploration, watching sports & TV shows, gaming, video editing, and music