Georges Saad

IT

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Summary

Dedicated IT professional with over two years of experience in hospitality, educational and technical environments, specializing in IT coordination, software and hardware support, and data management. Proven ability to develop and deliver engaging curricula for web development courses, enhancing students' coding skills and digital literacy. Skilled in implementing technology initiatives to optimize IT infrastructure, ensuring efficient and secure operations. Experienced in managing general accounting systems, providing client training, and delivering exceptional technical support. Seeking to work in an environment that is conducive to my intellectual, professional, and personal growth, where I can contribute significantly to the growth of the team/organization with strong experience and expertise leading to success.

Experience

IT support help desk – 05/2024 to Present
Cyprus Annabelle Hotel, Cyprus

- Respond promptly to client inquiries via phone, email, or in-person, ensuring a high level of customer service.
- Diagnose and troubleshoot hardware, software, and networking issues to provide effective solutions.
- Assist clients in setting up and configuring computer systems, applications, and peripherals.
- Maintain accurate records of support requests and resolutions using ticketing systems.
- Collaborate with technical teams to escalate and resolve complex issues efficiently.
- Provide training and guidance to clients on software applications and best practices.
- Monitor system performance and perform regular maintenance to prevent issues.
- Conduct routine checks and updates on software and security protocols to ensure optimal functionality.
- Prepare and maintain documentation of technical processes, FAQs, and user guides.
- Stay updated on the latest technology trends and advancements to enhance support capabilities.

IT Coordinator– 2022 to 2024
Dar Al Sadaka School, Zahle, Lebanon

- Coordinated and maintained IT resources and equipment, ensuring the smooth operation of all technical systems within the school.
- Provided technical support to students, troubleshooting hardware and software issues promptly.
- Developed training sessions for staff on new technologies and software applications, enhancing overall digital literacy.
- Implemented technology initiatives to improve the school's IT infrastructure, increasing efficiency and reducing downtime.
- Monitored and managed the school's network systems, ensuring security measures were in place to protect sensitive information.

Data Entry Specialist – 2022 to 2024
Dar Al Sadaka School, Zahle, Lebanon

- Managed comprehensive data entry tasks, ensuring the accuracy and timeliness of student and administrative records.
- Developed and maintained databases to streamline access to vital information, improving efficiency in data retrieval.
- Conducted regular audits of data to identify discrepancies and implement corrective measures, ensuring data integrity.
- Collaborated with administrative staff to gather and input data from various sources, maintaining up-to-date records.

IT Teacher– 2022 to 2024
Dar Al Sadaka School, Zahle, Lebanon

- Developed and delivered engaging curriculum for web development courses, focusing on coding languages.
- Created hands-on projects to reinforce learning, allowing students to apply coding skills.
- Evaluated student progress through assessments, providing constructive feedback to foster improvement and growth.
- Organized extracurricular activities to promote interest in technology and coding among students.
- Collaborated with other teachers to integrate technology into various subjects, enhancing interdisciplinary learning.

Software and Hardware Technician – Part Time – 2022 to 2024
BePro Computers, Zahle, Lebanon

- Implemented and managed general accounting systems for various clients, streamlining financial processes and reporting.
- Trained clients on accounting software, enhancing their ability to manage finances and generate reports effectively.
- Conducted regular audits of accounting data to ensure accuracy and compliance with financial regulations.
- Collaborated with clients to customize accounting solutions that fit their specific business requirements.
- Provided ongoing support and troubleshooting for accounting software, ensuring clients could efficiently manage their finances.

Education

Bachelor Degree in Computer Sciences – 2019 to 2022
Lebanese University

Master 1 Degree in Physics – 2017 to 2018
Lebanese University

Bachelor Degree in Physics – 2014 to 2017
Lebanese University

Certificates & Courses

- Full Strack Web Developer: Introduction to html CSS and SCSS, Java script, React, Firebase, GIT &Github, Devrabic
- Introduction to JAVA
- Introduction to Object-Oriented Programming with JAVA
- Introduction to Unit Testing in Jest – The Fundamentals
- Introduction to JAVA Database Connectivity – JDBC Object-Oriented Hierarchies INJAVA
- Building Scalable JAVA Microservices With Spring Boot and Spring Cloud
- Deploying JAVA-MAVEN Application with Jenkins CI/CD Tool
- JAVA Programming: Principles Of Software Design
- Unit Testing In JAVA

Skills & Expertise

- Java, MySQL, SQL, Javascript, Python
- Html, C#, C, C++, Php laravel, CSS
- Cisco Packet Tracer
- Oracle Database Administration
- Node Js, React
- SpringBoot, Microservices
- Android studio, Linux
- Git and Github

- Software Development
- Network Management
- Project Management
- Customer Service
- Computer Skills
- Adaptability
- Problem-Solving

Languages

Arabic: Native | **English:** Advanced | **French:** advanced