

Ali Idriss

Beirut, Lebanon | +961 81 835 075 | ali.hussain.idriss@gmail.com

Professional Summary:

A motivated and detail-oriented individual with a foundation in information technology and practical experience in IT support and customer-facing roles. Skilled in troubleshooting, process coordination, and providing efficient service in dynamic environments. Seeking to apply technical and problem-solving skills to an entry-level IT or support position.

Education:

Technical Superior (TS3) in Information Technology | 2023 – 2025 (Expected)

Grade: 13.11/20

Relevant Coursework: Bachelor of Computer Science | 2019 – Present

Al Maaref University (Incomplete)

Technical Baccalaureate (BT3) in Accounting and IT | 2017 – 2019

Technical Skills

- Programming & Databases: Java, C++, Object-Oriented Programming (OOP), Data Structures, MySQL
- Software & Tools: Microsoft Office Suite (Word, Excel, PowerPoint), Spreadsheets
- IT Support: System Maintenance, Hardware/Software Troubleshooting

Experience:

Warehouse assistant and management at saccal sigma. (Current position)

IT Department Intern | Régie Libanaise des Tabacs et Tombacs (RLTT), Beirut, Lebanon

- Delivered front-line IT support to resolve hardware and software issues, minimizing staff downtime.

- Assisted in maintaining office systems and networks for optimal performance.
- Supported the configuration and setup of equipment for new users.

Retail & Logistics Associate | *Cedars Tobacco, Ezzedine Plus*, Managed customer inquiries and sales transactions, enhancing service efficiency and satisfaction.

- Maintained inventory accuracy through stock checks and coordinated order fulfillment processes.
- Ensured operational security and smooth daily logistics, including driver coordination.

Runner | *Marjoha Restaurant*, Beirut, Lebanon
(1 Month)

- Facilitated efficient service in a fast-paced setting by supporting operational workflows.

Certifications

- Google Data Analytics Certificate (In Progress)

Additional Skills

- Languages: Arabic (Native), English (Professional Proficiency)
- Strengths: Customer Service, Team Collaboration, Problem-Solving, Attention to Detail