

Rafic Nsouli

IT Support Specialist

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Profile

Experienced IT Support Specialist skilled in diagnosing and resolving technical issues, improving system uptime, and providing responsive user support. Strong background in hardware/software troubleshooting, documentation, and customer service. Known for efficiency, teamwork, and a proactive approach to problem-solving.

Professional Experience

Technical Support Specialist

Makamat – Jeddah, Saudi Arabia

Jan 2024 – Oct 2025

- Delivered customer support and troubleshooting for RFID-based systems.
- Provided timely resolutions through phone, email, and chat.
- Documented and escalated issues to improve product reliability.
- Collaborated with cross-functional teams to enhance support workflows.

IT Support

UFA Insurance – Beirut, Lebanon

2020 – 2021

- Resolved hardware and software issues across departments.
- Managed tickets and issue tracking via **Jira Service Desk**.
- Installed and maintained computers and network systems.
- Created documentation to support recurring issue resolution.

Salesperson

Des Choux et Idées – Beirut, Lebanon

2021 – 2022

- Assisted customers, processed transactions, and maintained store presentation.

Technical Support (Freelance)

Remote

2018 – 2020

- Provided remote software troubleshooting and license-key management.
- Wrote knowledge-base documentation and trained clients on software use.

Education

BS in Business and IT (Online)

IU University – Germany (2022 – Present)

Baccalaureate in Computer Science

Debs Centre – Lebanon (2016 – 2018)

Skills

- Hardware & Software Troubleshooting
- Networking & System Maintenance
- Customer Service & Communication
- Jira Service Desk / Ticketing Systems
- Documentation & Knowledge Base Creation
- Team Collaboration & Leadership

Languages

Arabic • English • French