

# Mohamad Oleik

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## Professional Summary

**IT specialist with 7+ years of experience** in managing, securing, and optimizing IT infrastructures. Experienced in troubleshooting complex hardware/software issues and implementing **efficient IT solutions** to minimize downtime. Passionate about ensuring seamless IT operations and delivering high-quality technical support.

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## Experience

### Phoenicia University

🚀 *IT Specialist* | **01/2023 – 02-/2026**

- Administer and maintain **Windows/Linux servers** to ensure optimal performance.
- Manage **Active Directory**, including user accounts, **Group Policies**, and access control.
- Implement and oversee **backup and disaster recovery solutions**.
- Deploy and manage **virtualization** environments using **VMware & Hyper-V**.
- Provide **technical support** to end-users, ensuring prompt issue resolution.
- Installed, configured, and upgraded **Windows OS** and enterprise software.
- Provided day-to-day technical and operational support to staff, students, or clients.
- Troubleshoot **network, email, printing, and peripheral** issues for end-users.
- Supported **Teams Telephony, mobile devices, and end-user hardware**.
- Collaborated with cross-functional IT teams to resolve complex incidents.

### Al Siraj High School

🚀 *IT Specialist* | **2020 – 2022**

- Installed and maintained **hardware, software, printers, and servers**.
- Managed **user accounts**, password issues, and student registration systems.

### SIS (Customer Service & IT Support)

🚀 *Customer Service & IT Support* | **10/2016 – 10/2021**

- Handled **Western Union transactions** (money transfers, invoice payments).
  - Configured **databases** for software and company operations.
  - Diagnosed and resolved **hardware, software, and network** issues.
  - Installed and maintained **printers, workstations, and internet connectivity**.
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## Education

🎓 **Master's in Business Administration (MBA) | 2013 – 2016**

American University of Culture and Education.

🎓 **Bachelor's in Management Information Systems (MIS) | 2009 – 2013**

Islamic University of Lebanon.

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## Certifications

🏆 **IT Security Specialist** (*National association of state Boards of Accountancy: LinkedIn learning*) – May 2024.

🏆 **Database Administrator** (*LinkedIn: LinkedIn*) – Jan 2024.

🏆 **Windows Server Essentials** (*Microsoft: LinkedIn learning*) – May 2024.

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## References

✦ Available upon request.