

Samir Jamil Jouaid *IT Support Specialist*

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SUMMARY

IT Support Specialist with 2+ years of experience supporting internal IT systems, users, and infrastructure. Strong skills in hardware, software, and network troubleshooting, end-user support, and IT operations. Experience in enterprise environments at Monty Mobile and Unigaz, ensuring system reliability, issue resolution, and efficient IT service delivery.

WORK EXPERIENCE

- IT Support Specialist - Part Time**, *Nisrean Beauty Lounge* 📄 03/2025 – 09/2025
Chouf, Mt. Lebanon
- Installed, configured, and maintained operating system and software updates to ensure security and system stability.
 - Provided remote and on-site troubleshooting for hardware, software, and network-related issues.
 - Supported CCTV and camera systems, including basic installation, configuration, and troubleshooting.
- Technical Account Manager - Internship**, *Monty Mobile* 📄 08/2024 – 09/2024
Gefinor, Beirut
- Built and deployed a support chatbot using Python and Rasa, integrated with CRM to automate client issue resolution.
 - Created technical documentation and improved onboarding flows within the CRM, enhancing user experience and reducing setup time.
 - Managed backend data with PostgreSQL and MongoDB, ensuring smooth CRM integration and reliable data access.
- Technical Support Helpdesk - Internship**, *Unigaz* 📄 03/2024 – 04/2024
Azarieh, Beirut
- Provided technical support and troubleshooting for hardware and software issues, ensuring optimal system performance.
 - Resolved user-reported incidents by identifying root causes and applying effective

EDUCATION

- Bachelor of Science in Telecommunication Engineering**, *Lebanese International University* 09/2022 – 06/2026
Beirut, Lebanon
GPA: 3.5 / 4.0
- Relevant Coursework:**
- **Databases:** Database Management Systems (SQL, MongoDB, PostgreSQL)
 - **Software Development:** Web, mobile, and desktop application development
 - **Networking:** Network design and communication protocols

SKILLS

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|---|---|
| Technical Support: Troubleshooting hardware, software, and network issues. | IT Security: Strong knowledge of antivirus software, firewalls, and security protocols |
| CCTV and camera systems: Basic installation, configuration, and troubleshooting | Networking: Knowledge of LAN/WAN, TCP/IP, DNS, DHCP and VPN setup. |
| Remote Support: Using tools like TeamViewer and AnyDesk | Soft Skills: Teamwork, communication, problem-solving, adaptability, and time management. |

CERTIFICATES

- CompTIA Network A+ 📄
- Cisco Certified Network Associate (CCNA) 📄
- Cisco IT Customer Support Basics 📄
- Dell Technical Support For Hardware 📄
- Microsoft 365 Certified 📄
- Google Cloud Fundamentals 📄

LANGUAGES

English — Fluent

Arabic — Native/Bilingual