

SAMI AYOUB

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PROFESSIONAL SUMMARY

IT Support Specialist with over 3 years of experience in Level 2 and Level 3 technical support. Expertise in Microsoft 365 administration, Active Directory, and network infrastructure. Highly skilled in maintaining enterprise IT systems, CCTV security, and cybersecurity protocols.

TECHNICAL SKILLS

Development:	Full Stack Web Development, Android Application Development
Systems & Tools:	Microsoft 365 Admin, Active Directory, CCTV Systems, Firewalls, ERP Support
Networking:	TCP/IP, DNS, DHCP, VPN, LAN/WAN Configuration
Programming:	Java, C++, Python, HTML, CSS, JavaScript
OS:	Windows, Linux, macOS

PROFESSIONAL EXPERIENCE

ABC Mall Lebanon Nov 2023 – Jul 2025

CCTV Officer / Mall Operations

- Managed high-level surveillance systems and monitored live footage for security incidents.
- Collaborated with IT teams to ensure technical stability of security infrastructure.
- Maintained strict adherence to legal and operational surveillance standards.

Al Nini Hospital Jun 2023 – Sep 2023

IT Support & Networking Intern

- Diagnosed and resolved network performance issues to maintain uptime in a medical environment.
- Executed hardware/software maintenance and supported enterprise data protection.
- Provided Level 1/2 technical assistance to hospital administrative and clinical staff.

NET-WASH Company Jan 2023 – May 2023

Camera Technician

- Installed and configured IP camera systems and integrated them into network infrastructure.
- Managed router and switch configurations for optimized surveillance data flow.

EDUCATION & CERTIFICATIONS

Jinan University 2022 – 2023

Bachelor's Degree in Computer Science

CIS College, Tripoli 2019 – 2021

Certificate in Information Technology & Management

Android At Online Jul 2022 – Nov 2022

Certification in Android Application Development

LANGUAGES

Arabic (Native), English (Fluent), French (Basic)