

Abdallah Srou

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PROFESSIONAL SUMMARY

Computer Science graduate and Junior Systems Infrastructure Engineer with hands-on experience in IT support, Windows Server, Active Directory, virtualization, and ticketing systems. Strong background in troubleshooting enterprise environments and supporting users and systems to ensure reliability and operational continuity.

PROFESSIONAL EXPERIENCE

Junior Systems Infrastructure Engineer

Areeba | Feb 2026 – Present

- Supported day-to-day operations of enterprise IT infrastructure, contributing to system **stability, performance, and security** across multiple environments.
- Administered **Active Directory and Domain Controllers**, managing user accounts, groups, and Group Policies to support secure access control.
- Deployed, configured, and maintained **Windows Server services**, ensuring high availability of core business systems.
- Managed and monitored **VMware vSphere virtual machines**, optimizing resource utilization and resolving performance issues.
- Troubleshot servers, networking components, storage systems, and backup processes, reducing downtime and improving service continuity.
- Utilized internal **chat-based ticketing systems** to track, prioritize, and resolve infrastructure and user requests efficiently.

Agent After Sales Support

Whish Money | Oct 2025 – Jan 2026

- Resolved **post-transaction and customer account issues**, ensuring compliance with financial and operational policies.
- Managed customer requests using **Zendesk**, handling ticket creation, prioritization, escalation, and resolution within SLA targets.
- Analyzed daily operational reports and dashboards to detect transaction discrepancies and system anomalies.
- Coordinated with technical, finance, and operations teams to **troubleshoot service disruptions** and improve customer experience.
- Contributed to improved response times and customer satisfaction through accurate documentation and structured ticket handling.

IT Support Technician

Lumen SAL | Nov 2023 – Sept 2024

- Delivered on-site and remote **technical support** for hardware, software, and network-related issues across multiple users.
- Diagnosed and resolved workstation, printer, and connectivity problems, minimizing operational downtime.
- Installed, configured, and maintained operating systems, enterprise software, and peripheral devices.
- Applied **software updates and security patches**, reducing system vulnerabilities and improving endpoint security.
- Created and maintained **IT documentation and troubleshooting guides**, improving support efficiency and knowledge sharing.
- Supported end users during system issues by following structured incident-resolution workflows.

Internship – Web Developer

Quantum Trading Company | Jul 2024 – Sept 2024

- Built responsive and user-friendly web interfaces using **HTML, CSS, and JavaScript**, ensuring cross-device compatibility.
- Implemented dynamic client-side functionality to enhance user interaction and usability.
- Applied advanced CSS techniques to achieve consistent layouts and optimized visual design.
- Collaborated with team members during planning, development, and testing phases to meet project deadlines.

Internship – Full Stack Web Developer

Integrated Digital Systems | Nov 2023 – Jan 2024

- Developed a functional medical center website covering both **frontend and backend** components.
- Implemented backend logic using **PHP (OOP principles)**, including classes, inheritance, and encapsulation.
- Designed and managed **MySQL databases**, performing CRUD operations and ensuring data integrity.
- Integrated frontend technologies (HTML, CSS, JavaScript) with backend services to deliver dynamic web pages.
- Participated in collaborative development practices, including task coordination and code reviews.

PROJECTS

A Computational Radial Basis Deep Neural Network for the Numerical Solution of the Breast Cancer Model

Developed a deep neural network using radial basis functions and Bayesian optimization to solve a mathematical breast cancer model, improving accuracy through Runge-Kutta data generation and statistical validation.

Database Project Manager – Lebanese American University

Designed and implemented a relational travel agency database with ER modeling, SQL query optimization, and normalized schema structures.

Software Engineering Project Manager – Lebanese American University

Led the design of a department information system (frontend and backend), delivered a detailed client report, ensured system functionality, and earned a Microsoft Educator Trainer Certificate.

Arduino Machine Developer – Lebanese University

Participated in AI and Robotics competitions, developing Arduino-based systems and gaining practical experience in C and C++.

EDUCATION

Bachelor of Science in Computer Science

Lebanese American University, Beirut | 2025

Lebanese Baccalaureate – General Sciences

Lebanese International School, Beirut | 2020

TECHNICAL SKILLS & LANGUAGES

- **IT & Infrastructure:** Active Directory, Windows Server, VMware vSphere, IT Support, Troubleshooting
- **Customer Support Tools:** Zendesk
- **Programming Languages:** Java, Python, PHP, JavaScript, HTML, CSS, MySQL
- **Frameworks & Tools:** Firebase, Git/GitHub
- **Productivity:** Microsoft Office Suite, Google Workspace
- **Languages:** English (Fluent), Arabic (Native).