

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.

Experience

Phoenicia University

📌 *IT Specialist* | **01/2023 – 03/2026**

- Provide support to students, faculty, and staff for hardware and software issues.
- Troubleshoot network, system, and application problems
- Install, configure, and maintain desktops, laptops, and printers
- Monitor and maintain campus network infrastructure (LAN/WAN, Wi-Fi).
- Ensure stable internet connectivity across classrooms, labs, and offices.
- Configure routers, switches, and firewalls.
- Manage servers (Windows/Linux) and university systems.
- Handle user accounts, permissions, and access control.
- Perform system updates, backups, and recovery operations.
- Support Learning Management Systems (LMS) .
- Assist instructors with online classes, uploads, and exam setups.
- Troubleshoot issues related to e-learning platforms.
- Maintain computer labs, smart classrooms, and AV equipment.
- Ensure projectors, smart boards, and video conferencing tools work properly.
- Coordinate hardware upgrades and replacements.
- Implement security measures to protect university data.
- Monitor for threats, viruses, and unauthorized access.
- Educate users on cybersecurity best practices.
- Install and manage licensed software (e.g., Microsoft Office, antivirus tools).
- Track software usage and ensure compliance.
- Train staff and students on IT tools and systems.
- Create user guides and technical documentation.

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.
- Managed Ministry management system MEHE.
- Managed school system (Student information – Exam marks).

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**.

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.

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.

🏆 **Procurement & Logistics Program** Accredited by *Cornerstone OnDemand Foundation & Chartered Institute of Logistics and Transport*- April 2021

References

✦ Available upon request.