

Karim Mazen Harzallah

Beirut, Lebanon · karim31hrz@gmail.com · +961 76 000 968 · [LinkedIn](#) [Portfolio Website](#)

Education Rafik Hariri University

BBA, Information Technology Management

Mechref, Lebanon | 2020 – 2024

Experience

Medgulf Insurance – Contract Based (Project-Based Assignments) Insurance Operations & Renewals Assistant

Beirut, Lebanon | Mar-June 2026

- Contributed to insurance services for 2,000+ policyholders through major institutional tenders.
- Participated in servicing the Order of Engineers & Architects following tender award.
- Reassigned to the Bar Association (Order of Lawyers) after successful project phase.
- Managed client support, documentation, and policy processing during contract cycles.

Aramex IT Support Internship

Mar Roukoz, Lebanon | Dec 25- Feb 26

- Provided IT support for 50+ employees (office & warehouse).
- Troubleshoot hardware, software, and network issues.
- Supported daily IT operations and system maintenance.

Libano-Suisse & Globe Med (Order of Engineers) User Access Control Specialist

Beirut, Lebanon | Mar- Aug 2025

- Managed digital access and insurance card renewals for engineers using internal systems.
- Promoted and configured tailored insurance products based on client profiles.
- Ensuring secure data handling and service delivery.

Center Verdun 730 IT Support Internship

Beirut, Lebanon | May – Sep 2024

- Upgraded camera systems and installed IT infrastructure.
- Migrated systems to Office 365.
- Managed server upgrades, firewalls (Sophos), VPNs, and Wi-Fi networks.
- Conducted technical and financial audits.

Rafik Hariri University Admissions Office Assistant

Mechref, Lebanon | Jan – Apr 2024

- Managed digital applicant records using university systems.
- Supported prospective students through email, phone, and in-person inquiries.
- Assisted in organizing campus tours and tech-enabled outreach events.
- Managed administrative tasks including data entry, scheduling, and document processing.

Verdun 730 Office

Beirut, Lebanon | Jun – Sep 2023 **IT Trainee & Assistant**

- Installed and maintained hardware/software systems.
- Backed up data and managed access controls.
- Ensured secure and updated communication systems.

Lebanese Civil Defense

Beirut, Lebanon | May 2021 – Present

Volunteer Ambulance Paramedic & Firefighter

- Responded to medical and fire emergencies.
- Participated in rescue operations and training.

Certifications

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- **Lebanese Civil Defense** - EMT
 - **Google** - IT Support Professional
 - **Cisco** - Data Analysis and Networking Security
 - **Meta** - Front-end Fundamentals
 - **IBM** - Technical Support Fundamentals

Key Projects and Research

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- The Implementation of Data Analytics in the Marketing Strategy and its Interference with the Consumer's Privacy.
 - The Risks of Cryptocurrency and Mining on Financial Markets.
 - Hotel System Network Design (Packet Tracer, Topologies, OSPF, Routing, IPv4 Addressing & Subnetting).
 - Digital Marketing Website (Git/GitHub, HTML, CSS, JavaScript, JSON, jQuery).
 - Cinema Management System (SQL, C#, GUI, ER Diagram, Data Modeling).

Skills

Soft Skills: Analytical Decision-making - Time Management - Emotional Intelligence - Adaptability - Public Speaking - Positive Effective Communication.

Technical Skills: Tech Troubleshooting - Microsoft Office - Packet Tracer- UML - Git/GitHub - Python - C++ - SQL - HTML - CSS – JavaScript – Basic understanding of Agile & Scrum Methodologies.

References & Recommendation

All references & recommendations requested are available upon request.