

ELIE NADER
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Results-driven information technology student from AOU University passionate about installing and maintaining hardware & software components of the computers. Excellent problem-solving skills and ability to perform well in a team. Seeking to grow and develop my own skills and I am enthusiastic about actively participating in advancing the company's goals through innovative initiatives and continuous improvement. I am committed to seeking out opportunities to drive progress and bring fresh ideas to the table as a dedicated member of the team.

EDUCATION

OCTOBER 2019 – MAY 2022
BACHELOR IN NETWORKING AND SECURITY (IT), ARAB OPEN UNIVERSITY (AOU)

NOVEMBER 2020
CERTIFICATION: FOUNDATION FOR SUCCESS WORKSHOP

JULY 2017

LIFE SCIENCE, SECONDARY AMCHIT (CND)

EXPERIENCE

September 2025 - PRESENT

IT SUPPORT , LAU (Lebanese American University)

Responsible for diagnosing, troubleshooting, and fixing hardware and software issues, while providing reliable technical support to users across the organization.

December 2023 - May 2024

IT SOFTWARE SUPPORT , PROG SARL (Customers Support)

Troubleshoot software problems and analyze software issues, work and assist customers with different software (Accounting, laboratory..) to solve their problem and answer their questions.

Organized databases SQL management studio tasks and backup plan for many clients . help clients to use software and be familiar if have some obstacles .

get requests from clients to add some features to software with all details of new page and functions needed to be added on software programs

Doing some software development tasks using VB.NET with testing and building some projects.

September 2023 - December 2023

CLOUD AND SECURITY INTERNSHIP , MIDIS GROUP (ICT QATAR) (REMOTE)

Worked on Microsoft azure with learning security fundamentals and cloud definition and their types with many courses about Microsoft cloud

Doing some labs on cloud with Microsoft azure account with joining some virtual machines or computers to the domain and apply security tools to the machine when is within the domain or when signing in to the cloud account.

Joining the team when have cyber security consultation through teams to know more how to help client and put a plan to make the system more secure and organized when there is big team of people in company and need to give each one the appropriate privilege without get any unauthorized permissions to the system.

Technical teams did some evaluation through online meeting and ask me technical question to know if everything is understood.

TECHNOLOGIAA INTERNSHIP (JOUNIEH)

Learned about virtualization and doing some practice in HYPER V in windows and Support the IT team in maintaining hardware, software, and other systems, Assist with troubleshooting issues

Worked on many tasks such as virtual machine (VM), firewall, and router configuration, and format for OS with installation new ones on different computers and servers

TECHNICAL (IT) SKILLS

- Tools: Cisco (packet tracer)
- Programming languages: CSS, Python, Java Script

