

GEORGES SALIBA

IT Support Specialist | Helpdesk Technician | Technical Support

Phone: 70-292415 | Email: salibageorges88@gmail.com | Location: Lebanon

PROFESSIONAL SUMMARY

Experienced IT Support Specialist with over 15 years of hands-on experience in troubleshooting, maintaining IT systems, and supporting end-users. Skilled in hardware, software, printers, AV systems, and basic networking. Proven ability to resolve technical issues efficiently and provide reliable support in fast-paced environments. Committed to continuous learning and delivering high-quality IT services.

CORE SKILLS

- IT Support & Helpdesk Operations
- Printer & Photocopier Maintenance (Sharp, Ricoh)
- Networking Fundamentals (LAN, TCP/IP)
- AV Systems & Smart Classroom Support
- Preventive Maintenance
- Hardware & Software Troubleshooting
- Windows OS Installation & Configuration
- POS Systems Support
- Remote & On-site Technical Support
- Customer Service & Communication

PROFESSIONAL EXPERIENCE

IT Support Technician | *Lebanese American University (LAU) - Jbeil*

2022 – 2025

- Provided first-line IT support to staff and students in a university environment.
- Troubleshot hardware, software, and network-related issues.
- Supported smart classrooms, AV systems, and presentation equipment.
- Assisted users with email systems, portals, and internal applications.
- Maintained printers and photocopiers.
- Escalated complex issues to senior IT staff when required.

IT Support Technician / Photocopier Specialist | *TechnoServe Office Equipment Supplies - Beirut*

2014 – 2022

- Installed, configured, and maintained photocopiers and office equipment.
- Diagnosed and resolved hardware and software issues efficiently.
- Performed preventive maintenance to reduce downtime.
- Responded to service calls and ensured timely issue resolution.
- Trained customers on proper equipment usage and maintenance.

Warehouse Assistant / Storekeeper & Operations Support | *Hawa Chicken S.A.L - Chekka*

2015 – 2022

- Managed inventory and stock control operations.
- Performed data entry and tracked stock movement.
- Assisted supervisors in coordinating workflow.
- Provided basic IT support for POS systems and internal devices.
- Helped troubleshoot technical and network-related issues.

IT Support Technician / Customer Service / *3S Office Supplies - Kesrouane*

2011 – 2014

- Installed and maintained printers, copiers, and networking devices.
- Provided technical support and demonstrations to customers.
- Assisted with stock management and logistics operations.
- Installed and maintained CCTV and security systems.

IT & Security Systems Technician / *VIACOM - Kesrouane*

2009 – 2011

- Installed and configured CCTV and alarm systems.
- Diagnosed and resolved hardware and software issues.
- Configured computers, printers, and peripherals.
- Conducted on-site installations and technical support.

EDUCATION

Information Technology Degree (BT1, BT2, BT3, TS)

Eddeh Technical School - Jbeil

CERTIFICATIONS

IT Support & Systems

- IT Support Specialist Career Path - Cisco Networking Academy
- IT Customer Support Basics - Cisco Networking Academy
- Operating Systems Basics - Cisco Networking Academy
- Computer Hardware Basics - Cisco Networking Academy
- Diploma in IT Support - Alison (2024)

Cybersecurity

- Junior Cybersecurity Analyst

Business & Professional Skills

- IT for Business Success - HP LIFE
- Creating Compelling Reports

Technical & Specialized Training

- Home Automation Training - ASES (2024)
- CCTV Operator Training - Alison
- CompTIA A+ (Course Completion) - Alison

LANGUAGES

Arabic: Native | **English:** Good | **French:** Good

September 2, 2025

TO WHOM IT MAY CONCERN

Please be informed that **Mr. Georges Antoine Saliba** has been intermittently employed as Part-Time Assistant IT Support Technician, in the IT Support Unit, Byblos, Lebanon at the Lebanese American University as of October 17, 2022.

His last contractual agreement commenced on September 1, 2024, and expired on August 31, 2025 with no obligations on either party.

This statement has been released pursuant to the request of Mr. Saliba.

For any further information, please do not hesitate to contact the Human Resources Department.



LAU
Lebanese American University

Ruba Nassar-Tohme
Senior Director of Compensation & Benefits
Human Resources Department

BEIRUT CAMPUS

P.O. Box: 13-5053 Chouran T +961 1 786 464
Beirut 1102 2801 +961 1 786 456
Lebanon

BYBLOS CAMPUS

P.O. Box: 36 T +961 9 547 254
Byblos +961 9 547 262
Lebanon

NEW YORK CAMPUS

211 East 46th Street T +1 212 203 4333
New York
NY 10017-2935
United States

الصندوق الوطني
للضمان الإجتماعي

إعلام

عن ترك اجير عمله في المؤسسة (١)

ان صاحب العمل الموقع أدناه ،

3S office Supplies

المسؤول عن مؤسسة

المسجلة في الصندوق الوطني للضمان الإجتماعي تحت رقم :

سجل تجاري : مكان : رقم : ٤-٢٥٦-٢ هاتف

وعنوانها الكامل : كسروان هجيت المعمار ١٢-١٢ جزيرة البراس

يصرح بأن الاجير المبينة هويته فيما يلي والمسجل في الصندوق تحت الرقم :

الجنس : ذكر ☒ انثى ☐

اسم الاجير : الشهرة : صليب

اسم الأب : اسم الأم وشهرتها : كرم

تاريخ ومحل ولادة الاجير : ١٦/١/١٩٨٨ رقم السجل : ٣٨٣ الجنسية : اللبنانية

الوضع العائلي : اعزب ☒ متاهل ☐ ٢ أرمل ☐ ٣ مطلق ☐ ٤ هاجر ☐ ٥

ترك العمل بها منذ : ١١/١١/٢٠٠٨

سبب ترك العمل : ☒ استقالة ☐ ٢ بلوغ السن ☐ ٣ عجز ☐ ٤ زواج ☐ ٥ وفاة ☐ ٦ هجرة ☐ ٧ عمل آخر

عمل الاجير الحالي : كاسر

ان راتب الاجير بتاريخ ترك العمل هو : ٩٥٥.٥٥.٠ (٩.٥.٠)

اسم المسؤول عن المؤسسة وتوقيعه

خاتم المؤسسة

بيروت في ٢٠.١٢.٢٠٠٨

توقيع

Office Supplies

اوافق على صحة المعلومات المدرجة اعلاه :

التاريخ : ١١/١١/٢٠٠٨ في ٢٠.١٢.٢٠٠٨

اسم الاجير : كاسر

التوقيع : كاسر

حقل مخصص للصندوق :

عولج في دائرة التسجيل

بتاريخ :

اسم وتوقيع المستخدم

عولج في مركز رقم :

بتاريخ :

اسم وتوقيع المستخدم

(١) تمأ المؤسسة هذه المطبوعة، وترسلها الى الصندوق الوطني للضمان الإجتماعي، كلما ترك احد الاجراء المرتبطين بها عمله فيها،

مهما كان السبب، وذلك ضمن مهلة (١٥) يوماً من تاريخ الترك (المادة ٨٠ فقرة ٤)

* تنبيه : تحت مطابقة اعمال المطبوعة، يجب دائماً ذكر رقم المؤسسة ورقم الاجير او تاريخ ولادته بخط واضح ومفرد.



Hawa Chicken S. A. L.
Head office
Human Resources Dept.

HR-ADM-CER-640
REF M.H. 01/2019/W.A.

Safra25/01/2019

WORK ATTESTATION

To whom it may concern,

I, the undersigned, Jean Boutros El Hawa, General Manager of Hawa Chicken Company, certify that Mr. **GEORGES ANTOINE SALIBA** is working for our company from 01/03/2015 till now as a Slaughterhouse Delivery Employee full time and as a Storekeeper part time.

His NSSF number is: 88/1590696.

MR. Saliba is responsible and reliable, and shows high interest and honesty in his work.

Thank you for your cooperation.

Best regards,

Jean B. El Hawa



**CEO&GENERAL MANAGER
JEAN B. EL HAWA**



CERTIFICATE Of Attendance



This certificate is proudly presented to

Georges Saliba

as an attendee of the For the Home Automation Webinar Training – Basic Level
Online Training – July 2024.

mohammad

Mohammad Rammal

CEO / FOUNDER



Certificate of Course Completion

Georges Saliba

has successfully achieved student level credential for completing

IT Support Specialist Career Path

The student was able to proficiently:

- Understand IT support fundamentals and customer service.
- Create clear and professional customer interaction documentation.
- Apply a structured approach to problem-solving for technical issues.
- Follow essential safety protocols in IT environments.
- Install, upgrade, and troubleshoot common computer hardware issues.
- Assist users with network resources and peripheral connectivity issues.
- Troubleshoot Windows, macOS, and mobile operating system problems.
- Resolve common application errors and understand cloud concepts.
- Recognize security threats, prevent social engineering, and protect data.
- Use remote access and troubleshooting tools, maintain documentation.



Issued on: Mar 20, 2026



Scan to Verify

Lynn Bloomer

Lynn Bloomer
Director, Cisco Networking Academy

Certificate of Course Completion

Georges Saliba

has successfully achieved student level credential for completing the Operating Systems Basics course.

The student was able to proficiently:

- Explain the architecture of Windows and its operation.
- Use Windows administrative tools to configure, monitor, and manage system resources.
- Use the Linux shell to manipulate text files, identify services running and locate and monitor log files.
- Implement basic Linux security.
- Explain how to configure network connectivity and email on mobile devices.
- Explain the purpose and characteristics of mobile operating systems.



July 25, 2024



Scan to Verify

Laura Quintana

Laura Quintana
Vice President and General Manager
Cisco Networking Academy

Certificate of Course Completion

Georges Saliba

has successfully achieved student level credential for completing the Networking Basics course.

The student was able to proficiently:

- Explain important concepts in network communication, network types, components, and connections.
- Explain the importance of standards and protocols in network communications.
- Explain how communication occurs on Ethernet networks.
- Explain the features of an IP address and IPv4 addresses are used in network communication.
- Explain features of IPv6 addressing.
- Explain how routers connect networks together.
- Use various tools to test and troubleshoot network connectivity.
- Configure an integrated wireless router and wireless client to connect securely to the internet.



July 24, 2024



Scan to Verify

Laura Quintana

Laura Quintana
Vice President and General Manager
Cisco Networking Academy

In recognition of the commitment to achieve
professional excellence



Georges Saliba

Has successfully satisfied the requirements for:

Information Technology Fundamentals



Issued on: Apr 28, 2026
Issued by: IBM-SkillsBuild

Verify: <https://www.credly.com/badges/aecf5bd9-e2fe-4bf6-b397-b341a35f3987>



IBM SkillsBuild

Completion Certificate



This certificate is presented to

Georges Saliba

for the completion of

**Microsoft 365 Training (Word, PowerPoint,
Excel, etc.) | Microsoft**

(URL-9E6872C8AA4F)

As indicated by this learner

Completion date: 10 May 2026 (GMT)

Learning hours: 8 hrs 45 mins

مليون خبير لأوامر
الذكاء الاصطناعي
1 MILLION PROMPTERS

شهادة إتمام

فُتحت هذه الشهادة بكل فخر إلى

Georges Saliba

لإستكمالته بنجاح مبادرة مليون خبير لأوامر الذكاء الاصطناعي التي أطلقها سمو الشيخ حمدان بن محمد بن راشد آل مكتوم، ولي عهد دبي. تهدف هذه المبادرة إلى تدريب وتمكين مليون خبير في هندسة الأوامر، بالتركيز على تطوير المهارات في هندسة الأوامر للذكاء الاصطناعي. وبالتماشى مع المخطط الشامل للذكاء الاصطناعي في دبي، يساهم هذا الإنجاز في بناء قوة عمل مؤهلة للمستقبل.



مؤسسة دبي للمستقبل
DUBAI FUTURE FOUNDATION

مركز دبي
الذكاء الاصطناعي
Dubai Centre for
Artificial Intelligence



In recognition of the commitment to achieve
professional excellence



Georges Saliba

Has successfully satisfied the requirements for:

Artificial Intelligence Fundamentals



Issued on: Apr 28, 2026

Issued by: IBM-SkillsBuild

Verify: <https://www.credly.com/badges/b1c0fb03-68d6-4a50-ad69-df471aa767b6>



٨٥٧.٧٥٣

رقم الترشيح



إفادة نجاح في امتحانات

شهادة البكالوريا الفنية

تثبت المديرية العامة للتعليم المهني والتقني

أن جورج انتون صليبا

المولود سنة ١٩٨٨ في جبيل

قد نجح في الامتحانات الرسمية لشهادة البكالوريا الفنية

اختصاص

تكنولوجيا المعلوماتية

لدورة ٢٠٢٣ الأولى

وفال العلامات التالية:

الرمز	المادة	العلامة	العلامة القصوى
٨٥٧.٥	القانون	٣٤.٠	٤٠.٠
٨٥٧.٦	تكنولوجيا الحاسوب	٢٩.٠	٤٠.٠
٨٥٧.٦	البرمجة	١٨.٠	٤٠.٠
٨٥٧.١	الشبكات والانترنت	١٦.٠	٤٠.٠
٨٥٧.٢	المعلوماتية التطبيقية	١٥.٠	٤٠.٠
	علامات استحقاق	.	
	المجموع العام	١١٢.٠	٢٠٠.٠

الف ومئة وعشرون

المعدل على عشرين ١١,٢



المديرة العامة للتعليم المهني والتقني

بالتكليف

د. هنادي بزي

الدكوانة في: ٢٠٢٣/٠٧/٢٠

223072



N°