

Youssef Haddad

Beirut, Lebanon

Phone: +961 3 981 762

Email: haddadyoussef01@gmail.com

Professional Summary

Detail-oriented Computer Science graduate with hands-on experience in IT support, Jira administration, systems administration, and logistics operations. Currently working as a Junior IT Support professional, providing technical assistance, troubleshooting hardware and software issues, and supporting end users in a fast-paced business environment. Skilled in Jira and Confluence administration, IT infrastructure support, and operational coordination. Strong problem-solving, communication, and organizational skills with a commitment to delivering reliable and efficient technical solutions.

Education

American University of Science and Technology

Bachelor of Science in Computer Science | 2017 – 2022

Professional Experience

Junior IT Support

Multilane – Houmal, Lebanon | March 2026 – Present

- Provide first-line technical support to employees for hardware, software, and network-related issues.
- Install, configure, and maintain desktops, laptops, printers, and peripheral devices.
- Troubleshoot Windows operating system and Microsoft Office application issues.
- Create and manage user accounts, permissions, and access rights.
- Install and configure software applications based on business requirements.
- Support onboarding and offboarding by preparing user devices and accounts.
- Escalate complex technical issues to senior IT staff when necessary.

- Document support requests and resolutions while ensuring timely issue resolution.
- Assist in maintaining IT assets and inventory.

Assistant Warehouse Manager

MHS – Dekweneh, Beirut | December 2024 – February 2026

- Supervise daily warehouse operations, including inventory control, order preparation, and shipment coordination.
- Manage incoming and outgoing communications with suppliers, drivers, and internal departments.
- Coordinate delivery schedules and optimize driver routes to ensure timely deliveries.
- Maintain operational efficiency in a fast-paced work environment while handling multiple priorities.
- Ensure warehouse organization, safety standards, and workflow efficiency.
- Assist management in resolving operational challenges and improving internal processes.

IT Intern

Infosysta | 1-Month Internship

- Installed and configured Jira Data Center and Confluence Data Center environments.
- Implemented Scrum and Kanban boards, managed sprints, and created workflows using Jira Software.
- Configured Jira Service Management, including customer portals and service requests.
- Managed Confluence spaces, permissions, and access restrictions.

Jira & IT Trainee

Infosysta Bootcamp | July 2022 – September 2022

- Configured Jira Cloud and integrated Jira Software with Jira Service Management.
- Integrated Bitbucket and GitHub with Jira to streamline development workflows.

- Collaborated with clients to gather project requirements and implement customized Jira solutions.
- Configured custom fields, permissions, transitions, automations, and SLAs.
- Worked closely with teams to deliver solutions aligned with client business needs.

Intern – Warehousing, Operations & Logistics

Aramex | July 2021 – August 2021

- Assisted in warehouse operations, logistics coordination, and shipment tracking.
 - Collaborated with teams to ensure compliance with operational and legal procedures.
 - Supported sales and business development activities.
 - Developed strong communication, operational, and customer service skills.
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Technical Skills

- **Programming Languages:** Java, C++, JavaScript, HTML, Groovy
 - **Database Management:** MySQL, Microsoft SQL Server (MSSQL)
 - **IT Support:** Windows, Microsoft Office 365, Hardware & Software Troubleshooting, User Account Management, Printer Configuration, IT Asset Management
 - **Software & Platforms:** Jira (Cloud & Data Center), Jira Service Management, Confluence, Bitbucket, GitHub
 - **Warehouse & Operations:** Inventory Management, Delivery Coordination, Logistics Operations
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Soft Skills

- Team Collaboration and Communication
- Problem-Solving and Troubleshooting
- Time Management and Adaptability
- Attention to Detail

- Customer Service
 - Presentation and Interpersonal Skills
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Languages

- **Arabic:** Native
 - **English:** Very Good
 - **French:** Good
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Interests

- Basketball
- Swimming
- Reading