

Mike Farah

Lebanon, Jdeideh | +961 76 724265 | mike.farah09@gmail.com | [linkedin.com/in/mike-farah9](https://www.linkedin.com/in/mike-farah9)

OBJECTIVE

Computer Science graduate with hands-on experience in system administration and technical troubleshooting. Seeking an IT support role to leverage strong problem-solving skills, support end-users, and ensure efficient IT operations.

WORK EXPERIENCE

CloudTaktiks

Jal el Dib

System Administrator Trainee

Dec 2025 - Jan 2026

- Installed and configured SQL Server and SSMS, and used SQL queries to retrieve and validate data
- Installed and configured TSplus, including user access management and floating panel setup
- Restored a demo database on SQL Server and created a maintenance task to schedule daily backups

Omega Software Sarl

Jdeideh

Software Support

Aug 2025 - Nov 2025

- Delivered technical support (phone, email, in-person) for restaurant/retail POS system
- Diagnosed issues and guided customers through software setup and user management via AnyDesk
- Logged support cases and maintained support documentation.

Triple C

Fanar

IT intern

Jun 2025 - Jul 2025

- Installed and managed Active Directory, including domain controller setup, user/group management, workstation domain joining, OU structure, and Group Policy Objects (GPOs)
- Managed file servers, including folder sharing and permissions
- Hands-on experience with FortiGate firewall (policies, VPN, SD-WAN), Kaspersky endpoint protection, Veeam backup solutions, and Hyper-V virtualization

EDUCATION

Universite La Sagesse

Forn El Chebbak

Master in Management Information Systems(Miage)-In Progress

Middle East University

Sabtieh

Bachelor of Computer Science

Graduation Date: May 2025

SKILLS

- Programming & System: MySQL, basic Linux troubleshooting, and C++
- Windows Server Administration and Security: Active Directory, file server management and FortiGate firewall
- Cloud Computing: Azure services, and basic AWS(EC2, S3, IAM)
- Omega POS system
- Adaptability, Problem Solving, Time Management, and Communication

CERTIFICATIONS

- AWS Certified Cloud Practitioner (CLF-C02)
- Microsoft Certified: Azure Fundamentals (AZ-900)

LANGUAGES

English, Arabic, and French