

Name: Tony Abou Chacra
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Date of Birth: 23 -10 -1992
Marital Status: Single

Objective:

- Seeking a challenging position in IT where I can exert my abilities and communication skills.

Languages:

- Arabic, English, and French: Fluently spoken, read & written.

Education:

- 2012 – 2018: Graduated from Arts, Sciences & Technology University in Lebanon (AUL) with Bachelor Degree Computer Communication.
- 2009 – 2011: Lyce Georges Frem completed the requirements of the 3rd secondary class, socio-economic concentration.
- 1995 – 2009: College Des Apotres Jounieh.

Work Experience:

❖ **Information Technology Experience:**

- **January 2021 – Present IT Officer at Mount Lebanon Hospital.**
 - Install and configure computer hardware operating systems and applications.
 - Monitor and maintain computer systems and networks.
 - Troubleshoot system and network problems, diagnosing and solving hardware or software faults.
 - Set up new user's accounts and profiles and deal with password issues.
 - Prioritise and manage many open cases at one time.
 - Test and evaluate new technology.
 - Possibly training junior staff.
 - Repairing and replacing equipment as necessary.
 - Firewall support (FortiGate)
- **February 4 2019 to June 1 2019 Firewall Support at Monty Mobile.**
 - Troubleshoot firewall configurations remotely supporting all managed firewall solution and customer remotely managed firewalls.
 - Develop, implement and update security principles supporting customer migrations, configurations and implementations.

- Implement, configure and troubleshoot VPN's and Secure Remote related issue.
- **September 4 2017 to January 31 2019 Support and Pre-Sales Engineer at Wired and Wireless Solutions International.**
 - Help desk and technical support
 - Troubleshooting
 - System and Network configuration
 - Software Installation
 - IP cameras
 - IP telephony
 - VoIP
 - Wi-Fi (access point network design and implementation)
 - Handling customer's request

Projects: LAU , Hotel-Dieu , Haykel Hospital , Bhannes Hospital, Le Royal Hotel , Lebanese Army , Gefinor Rotana Beirut...

Certifications:

- Microsoft Azure Administrator ZA-104.
- Microsoft Windows Server 2016.
- Wired portfolio (ICX) sales engineer pre-sales training (Ruckus).
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- Wireless portfolio sales engineer pre-sales training (Ruckus).
- Wireless portfolio sales training (Ruckus).

❖ Food and Beverage Experience:

- **Papillion The Club – Owner and Manager Partner**
 - Dance & Bar and Cigar Lounge
- **Shakers Bar Catering – Owner**
 - Bar Services
 - Bartending Services
 - Bar Catering
- **2017 - 2019: Bar Manager at Allure Bar Lounge Club – Jounieh**
- **2016 - 2017: Bartender at Tonic Cigar Bar Lounge – Jounieh**
- **2014 - 2016: Supervisor at Mr. Boston Cigar Bar Lounge – Jounieh**
- **2013 - 2014: Supervisor Lord of the wings – Kaslik**
- **2012 - 2013: Waiter at Tonic Pub – Jounieh – Cigar Lounge**
- **2011 - 2012: Waiter at Petit Café – Kaslik**
- **2009 - 2010: Waiter at Crepaway – Jounieh**

Certifications:

- Bacardi Master Class
- Bombay Master Class
- Grey Goose Master Class
- Oxley Gin Master Class
- Tequila Patron Academia Master Class

Abilities and Skills:

- Multitasking, working under pressure with excellent communication and leadership skills.
- Dealing positively with conflicts and complaints and finding prompt solutions.
- Attentive and dynamic with teamwork and challenging environments.
- Time Management.
- Willingness to learn.

Computer Skills:

- Microsoft Office
- Spreadsheets
- PowerPoint
- Email
- Outlook

Hobbies:

- Sports (Snowboarding, diving, Camping, Basketball, Football, Aikido...)
- Volunteered Scouts "Scout Des Apotres Jounieh"
- Diving Certification (Open Water Diver, Advanced Open Water Diver)
- Volunteer at Civil Defense Lebanon

References:

Available upon request.