MOHAMAD HAKIM KHARBOUTLI
INFORMATION TECHNOLOGY

PROFILE

As an organized, active and highly creative individual, I love the challenges of working with a dynamic working environment. The knowledge gained from my educational, training and work experience has shaped my ability to adapt quickly, work efficiently, think creatively and work effectively as part of a team or on my own.

CONTACT

Address
Lebanon, Beirut

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SKILLS

- **Frontend development**
  HTML/ CSS/ JQuery/ JavaScript
- **Backend development**
  MVC5/ ASP.NET/ C#/ Visual Studio/API
- Project Management
- Microsoft Office /Project / VISIO
- MySQL, Microsoft SQL Server 2008,2012 & 2014
- ASAP Systems Solutions
- Experience in Sales, Support & Engineering Department tasks & processes
- **Fluent in English & Arabic**

HOBBIES

- **Traveling and exploring the world**
- **Music: Pianist & Darbuka Player**
- **Water sport activities**
- **Playing football & Basketball**

EMPLOYMENT HISTORY

ASAP SYSTEMS

QA Engineer (Promoted)   **MAY 2018 – PRESENT**
Handling cases between the Support & Engineering Departments. Testing pre & post bug fixes to ensure customer's cases are resolved. Replicating possible steps to ensure the fix is done accordingly before the release.
Key Skills: Working on Customer databases| Web & Mobile Application Testing

Sales Technical Engineer (Promoted)   **FEB 2018 – MAY 2018**
Handling sales tasks and processes for Middle East & Europe regions under the supervision of the Sales Manager in US. Giving demos & trainings to customers, testing the system before the release. Integrating tasks between QA, Support & Engineering Team.

     SEPT 2017 - FEB 2018
Information Technology Customer Support (Full Time)
Handling technical issues related to network & computer security, troubleshooting software related problems as well as IT issues. Synchronizing tasks between multiple departments. Internal & external follow ups & testing current issues before and after the fix, part of a quality control policy.
Key Skills: | Assisting customers on issues with their inventory management system | Scheduled calls, meetings & online remote sessions with customers

TORCH ACADEMY   APR 2017 - JUL 2017
Scholarship boot camp. Web Development program, Learned front and backend development. Worked in teams on multiple projects during that period.

Key Skills: Designing & Creating a database management system | Learning JQuery | Working on MVC framework | Project Management | Business Skills

LIA INSURANCE   JUL 2015 - AUG 2015
Information Technology Assistant (Trainee)
I configured company computers, provided maintenance to the IT Hardware and installed new computer labs.

RAMAH FOR ENGINEERING   JAN 2016 - MAR 2017
Project Management Assistant (Part time)
Provided on-site administrative & tactical support and progress evaluation. Also, Information Technology Support at RAMAH

Project Coordinator Assistant (Intern)   **APR 2015 - JUN 2015**
I worked in the information technology project management and coordinated resources and timetables.

LEBANESE AMERICAN UNIVERSITY   FEB 2014 - DEC 2015
Information Technology Support (Part Time)
Performed desktop configuration & management. Worked with problem research and technical investigation along with solutions. Also, studied all aspects of Pcs trouble shooting in terms of hardware & software

EDUCATION

LEBANESE AMERICAN UNIVERSITY   DEC 2015
Information Technology – 3.01/4.0 CGPA
System Analysis & Design was my final project where I designed a software for an engineering company
Computer Science – Minor

References Available upon request