

Mohamad Al Kaissi

Computer Science Student | IT & Network Support

Beirut, Mar Elias | 70-595-998 | Mohamadkaissi74@gmail.com

LinkedIn: [mohamadkaissi](#)

Overview

Dedicated Computer Science student at AUST (expected 2026) with hands-on experience in IT support, networking, and computer hardware. Skilled in troubleshooting, system administration, and customer communication. Strong academic background in databases, system security, operating systems, and network fundamentals. Passionate about applying theoretical knowledge to practical solutions in real-world IT environments. **Arabic** – Native & **English** - Fluent.

WORK EXPERIENCE

Borderless NGO – Beirut, Lebanon

Dec 2024 - Feb 2025

IT Support

- Provided basic IT support, assisted with system documentation and helped troubleshoot minor technical issues under supervision.

FreeMcServer – Remotely

2018 - 2022

Support Specialist

- Provided technical support by responding to client tickets, managing game servers, and troubleshooting issues such as crashes, connectivity problems, and performance disruptions.

EDUCATION

American University of Science and Technology – Faculty of Art and Science - Achrafieh Campus

- **BS in Computer Science**

2023 - Expected (2026)

Technical Skills

Technical Support:

Software/Hardware Troubleshooting
System Maintenance, Installation & Upgrades.
Windows Administration.

Networking:

Router/Switch Configuration, VLANs, Firewalls. (Fortinet, Pfsense)
IP Addressing, Subnetting, NAT.
Network troubleshooting.

Programming & Tools:

C++, Java
SQL - Writing and optimizing database queries
Microsoft Azure Cloud
OpenVPN Access Server
Microsoft Office 365 (Word, Excel, PowerPoint)

Certificates

- **IT Specialist - Certiport - A Pearson VUE Business**
- **IT Essentials: PC Hardware and Software - Cisco Networking Academy**
- **CCNA: Introduction to Networks - Cisco Networking Academy, 12 Dec 2024**
- **CCNA: Switching, Routing, and Wireless Essentials - Cisco Networking Academy, 27 Jan 2025**

PROJECTS

VPN & Policy-Based Routing with pfSense: Set up pfSense as the primary network gateway using PPPoE. Designed a dual-router topology to route traffic selectively—one via OpenVPN, the other directly. Implemented policy-based routing, NAT, and firewall rules for granular IP-level control.

OpenVPN Access Server Deployment on Azure: Set up OpenVPN Access Server on Azure to provide secure remote access, managing user authentication, routing, and firewall settings.