



Adonis,
Zouk Mosbeh

Phone: 03/466861

Date of birth: September 12, 1990

E-mail: marounbejjany@gmail.com

Maroun Bejjani

Objective

Any position that my skills, experience, and education fit at your company/bank.

Experience

February 2015-Present

Telecom Administrator: Byblos Bank Headquarters – Ashrafieh

- Installed, maintained, and ensured proper operation of LAN, WAN (switching equipment, routers, transmission equipment), Global area network, voice services (IP telephony and PBX), ATM management (configuration, access lists, access servers, Cisco secure software management), and infrastructure control in Byblos Head Office, DR site, 92 branches and over 80 standalone ATMs.
- Performed monitoring tasks of switches, routers, firewalls, and UPS, using PRTG.
- Escalated to suppliers' helpdesk level 2 issues: Data Consult, Global Com, Pesco, Tetracom, IDM, Cristal Networks, Ogero...
- Documented and updated all Telecom procedures
- Worked on projects upon request
- Worked on Wireshark, f5, SNMP Tester, Wan Spy, MIB Browser, PRTG, Cisco Secure, Cisco ASDM, Cisco Call Manager, Cisco Any Connect, Cisco Jabber, internet and VPN services
- Configured: Cisco Routers, Cisco Switches, Cisco IP phones, Cisco Firewalls, Patton modems, Juniper modems, Palo Alto Firewall, Cisco NGF FTD, Cisco NGF FMC, Cisco NAC, LifeSize Video conference, Mirial softphone, Cisco SX video conference, Firemon, Solar Winds, pfsense firewall
- Monitor, and perform level 2 support to overseas entities
- Supervise the Telecom Problem management procedure by Handling the problem management section related to telecom services especially the major incidents, supervising and enhancing the telecom monitoring and incident handling procedure.

December 2014 – January 2015

CRM Engineer: Huawei – Beirut Down Town

- Worked with multiple customer billing and tracking
- Worked with CRM systems
- Attended online international training in CRM billing software

April 2012 – November 2014

Customer service representative: Alfa - Furn El Chebbak, Chevrolet

- Answered customers' claims
- Advised and helped customers with their problems
- Provided customers with needed information
- Applied any requested modification
- Understanding and analyze network provisioning through

August 2013 – September 2013

Trainee - Revenue Assurance Department: Alfa - Furn El Chebbak

- Network Studies
- Telecom system and applications
- Consumption capture, pricing, Billing and collection
- CDRs reconciliations

February 2012 - March 2012

Consultant: Education and Research Center - Librarie du Liban, Zouk Mosbeh

- Wrote and created Arabic and English books of Physics for Grades 7-8-9 for Qatar

May 2011 - January 2013

Owner: Education Plus - Aintoura

- Owned and taught in an after-school for tutoring students daily from 4 pm to 6 pm

Education

September 2008 - June 2014

BE in Computer Communication Engineering at Notre Dame University

- Learned Communication and transmission systems
- Learned Wireless communication systems
- Learned UNIX terminal, Matlab, Pspice, Cadence, SQL

Personal Data

- Received a Certificate in Training of Telephone skills with distinguished participation
- Attended a presentation about Alfa's 2G,3G & 4G networks at Alfa Libatel, in addition to a visit to Libatel's basement

- Received a certificate in Training of Customer Service Excellence
- Participated in the society-serving program “Nehna La Baad” on LBCI
- Have enough skills in using Microsoft Office (Excel, Word, Power point, and Visio) and the web
- Am Fluent in English, French, and Arabic, read, written, and spoken
- Completed Cisco Certified Network Associate routing and switching
- Completed Cisco Certified Network Professional Enterprise
- Completed Cisco Certified Network Professional Routing and Switching certificate
- Completed Cisco Certified Specialist - Enterprise Advanced Infrastructure Implementation
- Completed Cisco Certified Specialist - Enterprise Core

References

Available upon request