

Lebanon, Beirut

Phone#: 70763039

Date of Birth: 10/12/1987

Email:mohamad.hamdoun@Gmail.com

Mohamad A. Hamdoun

Education:

2013 MCITP (Win Server 2008R2)

-ITC (Tayoune-Beirut-Lebanon)

2012 CCNA Routing and Switching

-Newtech (Mazraa-Beirut-Lebanon)

2010 TS3 in Industrial Informatics

-Amliyah technical college (airport-road-Beirut-Lebanon)

2006 Lebanese Baccalaureate 2 (Economics & sociology)

-Raml Alzarif high school (Zarif-Beirut-Lebanon)

Professional Experience:

2003/2006: PC Center (Jamous-Beirut-Lebanon)

- Computer maintenance (Software & Hardware)

2007/2008: LCC (Lebanese computer company) (Aisha-Bakkar-Beirut-Lebanon)

-Computer maintenance (laptops, desktop)

-Marketing computers, accessories

-Software + Hardware

2008/2010: Spider Net (Beirut-Lebanon)

Xcelerate Computer (Choueifat-Beirut-Lebanon)

-Networking & Software & Hardware + Marketing

2011/2013: Libanpost (Airport-Beirut-Lebanon)

- IT Support and helpdesk agent, IT Operation for the Post print section

2014/2015: Libanpost (Airport-Beirut-Lebanon)

- Senior IT Support and acting supervisor
 - Fully supporting, configuring, maintaining and upgrading corporate customer's issues
 - Installing and integrating new server hardware and applications
 - Resolve problems reported by end user
 - Fixing L2 hardware, software, network and printer issue on site or remotely.

2016/2017: Libanpost (Airport-Beirut-Lebanon)

- IT Support Supervisor for the support team of 6 agents
 - Working as part of a team and responsible for work -- assignments/rotations, staff training, staff vacations, staff breaks, overtime assignment and arranging back-up for absent employees.
 - Supervising the day to day activities of a team of 6 staff.
 - Preparation of relevant reports and documents to the manager
 - Identifying areas of the business where improvements can be made.
 - Scheduling staffing levels, planning for holiday and weekend cover.
 - Involved in the recruitment & interviewing of new staff.
 - Monitoring and supervising a ticketing system.

2018/Today: Libanpost (Airport-Beirut-Lebanon)

- IT Network administrator
 - Installing and configuring computer networks and systems
 - Solving any problems that arise with computer networks and systems
 - Configure and manage cisco routers and switches
 - Configure and fix all access-point brands who's connected to a controller
 - Create, manage and modify all extensions (Panasonic PBX "digital, analog and IP phone)

Software:

- Excellent working on:
- Creating Domains, Groups, Users
- Config Cisco Switches, AP and Routers
- Visual Studio (a TS project, using visual basic "Transjerber program", creating a stock program with vs2010 and sqlserver 2012)
- Photoshop
- Microsoft Office (excel, word, access...)
- Networking
- Internet
- Programming, windows, Dos
- Microsoft Dynamic Navision (ERP installation + support)
- SQL server 2012 (installation, Create, attach, detach, restore databases +Support)
- Panasonic Central

Hardware:

- Excellent and professional working in maintenance (repairing all components in Desktops & laptops and Printers hardware)
- Fixing all network cables and wireless infrastructure issues
- Printers repairing (software & hardware) problems
- Establish telephone and data networks by running, pulling, terminating, and splicing cables using RJ11, RJ45 sockets
- Install, test, maintain, and repair the cabling and wiring related to the telephone lines and network cables from the MDF panel and data switches to the user destination.

KEY SKILLS AND COMPETENCIES:

- Having a proven ability to plan, organize and control activities & staff.
- Ability to work under pressure and to targets.
- Disciplined approach & strong/effective communicator at all levels.
- Able to manage available resource to maximize productivity and efficiency.
- Having the ability to motivate people.
- Possessing a responsible attitude and also calm under pressure.

Language:

Arabic: Read, Write & Speak

English: Read, Write & Speak

French: read, write & speak

Hobbies & Interests:

-Sports, Music, Swimming

References:

-available upon request