Ouday

Email: ouday-393506@2freemail.com

DOB: 14 February 1996

Nationality: Lebanese

***Objective*** To work in a dynamic professional environment with a growing organization and utilize my creativity and innovative thinking for benefit of the organization and myself.

***Academic*** **Lebanese International University (LIU)** **2015 - 2019**

**Programming**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Knowledge of*** | **Networking** | **I.T** | Java |  |
|  | CISCO Routing and Switching | Microsoft Office All Products |  |
|  | **SQL Server** |  |
|  |  |  |  |
|  | Interconnecting Routing | Database Administration | **Android Development** |  |
|  | **PHP** |  |
|  |  |  |  |
|  | Connecting Networks | Microsoft Windows Server 2012 | **HTML** |  |
|  | Troubleshooting | IT maintenance | **CSS** |  |
|  | **C#** |  |
|  |  |  |  |
|  |  |  | **Arduino** |  |
| ***Computer skills*** | AutoCAD |  | **Laravel framewor**k |  |
|  |  |  |
| ***Operating System*** | **Windows** |  |  |  |
|  | **Linux** |  |  |  |

***Skills acquired while studying***

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**Developed android applications.**

Providing first level technical support to customers. Ability to convey technical solutions in a clear and concise manner.

Installing and configuring computer hardware systems and IT software.

Escalating unresolved problems to other support staff. Taking ownership of problems and tracking them to a successful conclusion.

Continuously reviewing performance against Service Level Agreements.

Analyzing call logs to spot trends and underlying issues.

Producing documentation and reports to a high standard.

Testing and evaluating new technology.

Setting up new users' accounts and profiles and dealing with password issues.

**Management Skills: Operation Management, Management Information System.**

***Certification & Honors*** CISCO Certified Network Associate (CCNA 1 with letter)

CISCO Routing and Switching (CCNA 2 with letter)

CISCO Scaling Networks (CCNA 3 with letter)

CISCO Connecting Networks (CCNA 4 with letter)

***Languages*** Arabic, Fluent

English, Fluent

Spanish, average

***Hobbies:* Video games(PS4,PC) , Football , and Ping Pong**

***References*** Available upon request

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