

Johnny Kerbaj

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Address 1: Niha - Zahle Bekaa Lebanon

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Objective:

Technology-driven IT Support Officer who integrates technical acumen with problem-solving expertise to expand IT operations. Solid knowledge in Windows OS Systems and network maintenance, installation, troubleshooting, administrative support, and user management. Recognized by management and colleagues as an individual who takes on challenges and new responsibilities, and gets things done right.

Experience:

➤ **IT Support Officer** **Cascada Mall** **May 2021 - Present**

1. Installing and configuring computer hardware, software, operating systems, networks equipment, and antivirus.
2. Providing support for end user requests related to desktop software/hardware, and emails issues.
3. Supervising and ensuring all operating systems, anti-viruses and firewalls are regularly updated.
4. Assist in the setup and configuration of Cisco switches, creating VLAN and configuring VTP, VLAN tables and Switch port assignments, and Trunking.
5. Handle all permissions of users' accounts on domain controller, troubleshoot active directory (new users, computers, file share) in windows server environment.
6. Assist in Manage and monitor virtual machines and network devices configurations like (ESXI, DHCP, Wireless controller, FortiGate).
7. Regularly performing data backups of computer devices, databases and all physical/virtual machines servers.
8. Responsible of installing and troubleshooting the CCTV security cameras.
9. Documenting all issues activities with solution result.

10. Evaluate suppliers and Collect quotations for IT products to purchase.

➤ **Internship IT Help Desk Daher Foods February 2021 - April 2021**

1. Assisting IT department in responding to user requests for service and troubleshoot problems.
2. Ensuring that all malfunctioning equipment is inspected and repaired in a timely manner.
3. Providing day-to-day support for end user requests related to desktop software/hardware, databases backup and emails.
4. Providing support for Staff, having flexible hours to accommodate executive staff as needed.
5. Assisting the IT department in the installation and troubleshooting the CCTV systems.

Education:

2020- 2022 Antonine University Zahle-Lebanon

- Master degree in Business Administration

2016 - 2019 AUL University Dekwaneh - Lebanon

- Bachelor degree in Management Information System

2015 - 2016 Saint Coeur Rasiee Zahle - Lebanon

- Baccalaureate in Socio - Economic

Certificates Courses and Training Labs Completed:

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- CISCO CCNA ROUTING AND SWITCHING.
 - System Administration and IT Infrastructure Services. (Google Certificate from Coursera)
 - Operating systems and You (Google Certificate from Coursera)
 - Technical Support Fundamental (Google Certificate from Coursera)
 - CompTA+ and Microsoft Systems. (USAID and MDSF)
 - .Net Visual Studio windows form application and SQL Server Database for Small - medium enterprise. (USAID and MDSF)

Skills:

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- Knowledge in Microsoft products (Windows Microsoft server, Office 365).

- Knowledge in networking protocols, infrastructures and equipment.
- Knowledge in front end developer (HTML/CSS and JavaScript).
- Ability to stick to strict deadlines.
- A keen eye for detail.
- Ability to priorities and delegate. .
- Problem analyzing and solving skills.
- Capability to set organizational objectives and standards.
- Effective time management and interpersonal skills.
- Teamwork skills.
- Good communication skills.
- Fluent in English, Arabic and good in French languages.
- Driver's license is available.

AFFILIATION:

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- Scouts