

ABBAS ZAYOUR

IT TECHNICAL SUPPORT & NETWORK ENGINEERING SPECIALIST

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Lebanese | Beirut, Lebanon

Dedicated IT technical professional with hands-on experience in technical support, network configuration, system troubleshooting, and IT security practices. Adept at resolving complex hardware, software, and networking issues while ensuring system stability and business continuity. Seeking to contribute my expertise in technical support, network administration, and cybersecurity to a progressive organization that values reliability, efficiency, and continuous improvement.

PROFESSIONAL EXPERIENCE

TecTic – Beirut, Lebanon

Technical Support Engineer

Jul 2025 – Present

- Diagnose and resolve hardware, software, and network issues to ensure smooth IT operations for clients across Windows & Linux environments.
- Configure, deploy, and optimize routers, switches, access points, and firewalls (NAT, VLANs, VPN), ensuring secure and high-performance network operations for business clients.
- Execute end-to-end network setup and maintenance, including IP addressing, subnetting, routing protocols, DHCP/DNS configuration, and continuous monitoring to maintain infrastructure stability.
- Install, program, and administer telephony/PBX systems (VoIP/SIP), including call routing, extension setup, feature configuration, and system performance optimization.
- Implement and support CCTV/security camera systems, handling camera configuration, remote access integration, and network bandwidth management.
- Conduct onsite and remote client meetings to assess needs, provide technical guidance, and deliver tailored IT solutions.
- Strengthen system and network security by applying firewall rules, updating firmware, enforcing access controls, and monitoring for vulnerabilities to ensure robust, reliable IT environments.

HAMOUD UNIVERSITY MEDICAL CENTER – Sidon, Lebanon

IT Intern

May 2024 – Sep 2024

- Assisted in maintaining and troubleshooting hospital IT infrastructure, including end-user devices, clinical software, servers, and network components to ensure uninterrupted healthcare operations.
- Provided frontline technical support to medical and administrative staff, diagnosing and resolving issues related to operating systems, hospital applications, printers, and workstation connectivity.
- Performed routine system updates, software installations, patch management, and antivirus maintenance to support system performance, compliance, and security standards.
- Monitored and managed user accounts, access permissions, and role-based privileges within hospital information systems (HIS/EMR), ensuring proper data access and confidentiality.
- Collaborated with senior IT engineers on IT enhancement projects, including system integrations, hardware upgrades, network expansion, and evaluation of new technologies for clinical workflow improvement.

EDUCATION

BEIRUT ARAB UNIVERSITY – Beirut, Lebanon

Bachelor's Degree in Computer Science

2022 – 2025

TRAINING & CERTIFICATIONS

- IT Essentials** – Cisco Networking Academy Mar 2025
- Introduction to Cybersecurity** – Cisco Networking Academy Mar 2025
- Networking Basics** – Cisco Networking Academy Mar 2025
- Computer Hardware Basics** – Cisco Networking Academy Apr 2025
- Introduction to IoT and Digital Transformation** – Cisco Networking Academy Apr 2025
- IT Support Specialist Certificate** – BAU Continuing Education Center Mar 2025

COMPETENCIES

- Languages

- Arabic – Native, English – Fluent

- Technical Skills

- **Operating Systems:** Windows XP, Vista 7/8/10/11, Linux
- **Networking:** IP addressing, subnetting, routing, switching, DHCP/DNS, NAT, VLANs, VPN configuration
- **Network Devices:** Routers, switches, access points, firewalls
- **Security:** Firewall rules, access control, vulnerability monitoring, basic cybersecurity principles
- **Telephony Systems:** PBX/VoIP/SIP configuration, extensions, call routing
- **CCTV & Surveillance:** Camera configuration, NVR integration, remote access setup

- Core Skills

- Technical Support & Ticket Resolution
- Network Installation, Configuration & Maintenance
- System Diagnostics & Root-Cause Analysis
- IT Security Monitoring & Access Management
- Infrastructure Documentation & Reporting
- Software Deployment & System Updates

- **Programming:** Java (Advanced), Python (Advanced)
- **Database Management:** SQL
- **System Tools:** Software installation, patching, updates, antivirus, backup utilities
- **Troubleshooting:** Hardware diagnostics, peripheral configuration, system performance optimization
- **Productivity Tools:** Microsoft Office Suite, Research & Navigation

- User Account Management
- Remote And Onsite IT Assistance
- Communication & Teamwork
- Problem Solving & Organization
- Attention to Detail & Adaptability
- Time Management