Contact

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(LinkedIn)

Top Skills

PHP
Java
JavaScript

Languages

English (Full Professional)
Arabic (Native or Bilingual)

Ali Al Hadi El-chab

Head of IT Department and System Administration
Beirut, Beirut Governorate, Lebanon

Summary

Results-driven IT Technician with 4+ years of experience
managing hardware, software, and network configurations. Adept
at maintaining system performance, implementing upgrades,
and providing technical support. Skilled in problem-solving,
communication, and collaboration. Seeking to leverage technical
expertise and customer service skills to contribute to the success of
a dynamic organization.

Experience

Cosmaroma
Information Technology Specialist
August 2021 - Present (2 years 4 months)
Ontario, Canada

Head of the IT department responsible for managing company Office 365
tenant, wifi accesspoints, and Microsoft Azure Active Directory. • System
administration in Lightspeed Hub, managing the point of sale (POS) system
to ensure asmooth transaction process for customers. • Documented
and maintained asset/configuration information of the LAN and SaaS-
basedapplications.Performed on-site repairs and preventative maintenance
on laptops, tablets, and peripherals toensure efficient service and customer
satisfaction.Provided 2nd level customer tech support via phone, email, and
on-site.Installed, configured, and tested software applications.

VAST
IT Technician
November 2019 - June 2021 (1 year 8 months)
Beirut, Lebanon

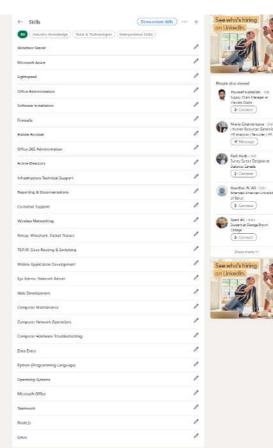Used troubleshooting skills to repair computers, hardware and software.
Maintained over 100 computers daily for great funtioning. Kept costumers
satisfied with computer vision and understanding of their needs. Fixed network
problems for all employees, and made sure they have complete satisfaction
whilst working.

Education

Lebanese International University
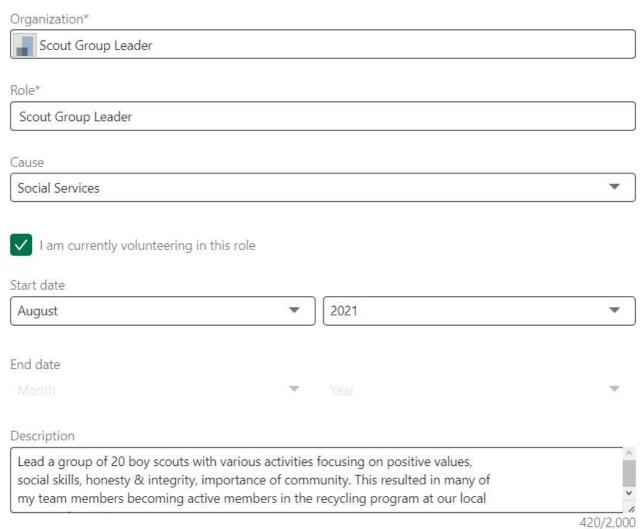Bachelor's degree, Computer Engineering · (October 2018 - July 2021)

← Skills

Demonstrate skills ⋯ +

(All) (Industry Knowledge) (Tools & Technologies) (Interpersonal Skills)

Windows Server ✎
Microsoft Azure ✎
Lightspeed ✎
Office Administration ✎
Software Installation ✎
Firewalls ✎
Adobe Acrobat ✎
Office 365 Administration ✎
Active Directory ✎
Infrastructure Technical Support ✎
Reporting & Documentations ✎
Customer Support ✎
Wireless Networking ✎
Nmap, Wireshark, Packet Tracers ✎
TCP/IP, Cisco Routing & Switching ✎
Mobile Application Development ✎
Sys Admin, Network Admin ✎
Web Development ✎
Computer Maintenance ✎
Computer Network Operations ✎
Computer Hardware Troubleshooting ✎
Data Entry ✎
Python (Programming Language) ✎
Operating Systems ✎
Microsoft Office ✎
Teamwork ✎
Node.js ✎
Linux ✎

Lightspeed

Office Administration

Software Installation

Firewalls

Adobe Acrobat

Office 365 Administration

Active Directory

Infrastructure Technical Support

Reporting & Documentations

Customer Support

Wireless Networking

Nmap, Wireshark, Packet Tracers

TCP/IP, Cisco Routing & Switching

Mobile Application Development

Sys Admin, Network Admin

Web Development

Computer Maintenance

Computer Network Operations

Computer Hardware Troubleshooting

Data Entry

Python (Programming Language)

Operating Systems

Microsoft Office

Teamwork

Node.js

Linux

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assista
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Organization*

Scout Group Leader

Role*

Scout Group Leader

Cause

Social Services ▾

☑ I am currently volunteering in this role

Start date

August ▾   2021 ▾

End date

Month ▾   Year ▾

Description

Lead a group of 20 boy scouts with various activities focusing on positive values,
social skills, honesty & integrity, importance of community. This resulted in many of
my team members becoming active members in the recycling program at our local

420/2,000