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|  | Bashar Hakkoum | | |  |
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| Contact 18420 SE Mill ST Portland, OR 97233  (503)-473-2787  [Bashar.hakkoum@hotmail.com](mailto:Bashar.hakkoum@hotmail.com) Education **Oregon Institute of Technology**  2017 – Current  Pursuing a bachelor’s degree in Cybersecurity and Information security Key Skills  * Possess strong professional written, verbal, and interpersonal communication skills * have good attitude and ability to work independently and as a team member * Excellent time management skills and a high-level attention to detail * Exposure to C#, C++, Visual studio, Networking and Linux systems. | | Experience 02/2019 – 05/2020  Field Service Engineer • Cyient.inc   * Responsible for field data collection including electricity and telephone poles data using IKE GPS devices * Identifying ideal locations for future telecom equipment, including above-ground cabinets & pedestals, as well as utility boxes placed to grade and underground conduit systems * Reading, understanding, and analyzing utility work prints, and the ability to identify, research and problem solve cable path/placement issues in the field and accurately relay solutions to the engineering team * Submitting a daily report to engineering team for each job done throughout the day using online system and PowerPoint presentations   11/2016 – 02/2019  Product Advisor • Microsoft   * Demonstrate and present the newest product and service to customers. * deep understanding of Microsoft products (Windows, Office, Xbox, Windows Phone, Surface) and services. * Train customers on Microsoft products like Office and windows. * Consistently deliver high standards of service, and present total solution offerings and support based upon each customer’s unique needs.   9/2014 – 7/2016  Computer Technician • Fry’s Electronics   * Performed Apple MacOS and iOS repairs and maintenance on MacOS laptops, Desktops, iPads, and iPhones * Building new complete desktop systems by installing hardware parts, Installing, and configuring windows after build * Showed strong communication and analytical skills by troubleshooting, diagnosing, recommending, and explaining solutions to a wide range of computer issues. * Performed regular maintenance of the store computer equipment and peripherals. | | |
| Leadership - Experiences team leader at Microsoft  - OMS (outlook mobile support) leader and trainer References Adam Warnke (Cyient – Project Manager) 480-202-7507  Molly Dotson (Microsoft – Manager) 360-513-0211 | | | | |
| Communication In all my previous jobs I was required to communicate with my team members and upper management electronically and verbally.  At Cyient, even though I was working independently I was required to attend weekly and quarterly meetings and communicate with the engineering team while on the job site.  At Microsoft, I was required to interact with customer on daily basis and communicate with upper management about customers’ needs and give feedback about certain products and services. | | | | |