**Hanan Emmanuel**

Fountain Valley CA 92708

949-394-0217

[Hanan.emmanuel@outlook.com](mailto:Hanan.emmanuel@outlook.com)

[https://www.linkedin.com/in/hananemmanuel](https://www.linkedin.com/in/hananemmanuel/)

**QUALIFICATIONS:**

* Ticketing Systems
* Windows Server 2008, 2012
* Configuring, Installing, and Testing Computers and Printers
* Networking Troubleshooting
* Multiple Tasks and Analytical Skills
* Remote Support Knowledge
* Active Directory
* MS O365 and Google
* Written & Verbal Communication

**PROFESSIONAL EXPERIENCE:**

LA County Registrar-Recorder/County Clerk, Whittier, CA 2020

**IT Technical Support**

* Performed setup of printers, ballot marking devices (BMDs), and ePollbooks.
* Performed basic manual diagnostic tests (such as printer, audio, and screen tests).

Staples, Irvine, CA 2019 - 2020

**Technology Sales Associate**

* Connected with customers in an inviting and informative to build a relationship.
* Focused on service, anticipated service needs and had a patience.

Accurate Background, Irvine, CA 2019 - 2020

**International Verification I Researcher**

* Sent and collected verification forms by Email, Phone and Fax.
* Got the result for 700 searches. Developed the verification form in different language.

Best Buy, Mission Viejo, CA 2018-2019

**Amazon Alexa Expert**

* Discovered and focused on bringing User-delighting, Voice-activated experiences to customers.
* Achieved high sales for the store in the whole District.

Best Buy, Mission Viejo, CA 2018

**Computer Sales Consultant**

* Provided detailed information to the consumer about the specifications of the product hardware & software.
* Advised customers on recommends appropriate computer configurations.

CBE Office Solutions, Irvine, CA 2017-2018

**IT Technical Support**

* Installed and configured software on the client side to have the meter reading.
* Gained remote access to clients workstation for troubleshooting.
* Troubleshooted networking (DNS/DHCP, Static, VPN, Wireless)

Allied Universal, Irvine, CA 2015-2017

**Receptionist**

* Informed Employees and visitors by answering or referring inquiries.
* Answered screening and forwarded incoming phone calls. Received and sorted daily mails.

VXB Ball Bearings, Anaheim, CA 2011-2014

**Web Developer**

* Updated and enhanced websites using standard HTML/CSS practices.
* Researched programming Formulas using multiple computer applications.
* Edited more than 15 thousand web pages and product photos.

VXB Ball Bearings, Anaheim, CA 2010-2011

**IT Support Analyst**

* Installed and configured of a company’s computer hardware operating systems and applications.
* Repaired computers equipment and related devices.
* Trained users to work with new computer hardware or software.

Raya Holding Group, Cairo, Egypt 2008

**Software Developer**

* Developed, tested and implemented new software programs and databases.
* Worked with team members to conduct root cause analysis of issues. Reviewed new and existing code and performed unit testing.

**EDUCATION:**

* Saddleback College Web Development.
* Ain Shams University Bachelor’s in Accounting and Finance.

**CERTIFICATIONS:**

* MCP (Microsoft Certified Professional) & MCITP (Database Developer)
* Webmaster (Computer and Information Management)

**HONORS AND AWARD:**

* Fulbright scholarship CCI Community College Initiative Program

Sponsored by the Bureau of Educational and Cultural Affairs of the USA Department of State