

# Moe Kaadi

## IT System Administrator / Technical Support Engineer

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## Work History

2022-06 - Current

### Technical Support Engineer

*CME, (Remote) US client*

- Played key role in maintaining and deploying POS systems in over 1000 stores within three-month timeframe
- Configure, manage, and troubleshoot Meraki switches within a retail network infrastructure while ensuring network security by implementing access control policies, VLANs, and firewall rules.
- Explained technical information in clear terms to non-technical individuals to promote better understanding
- Provided comprehensive Tier-2 support for Windows and Linux systems in a high-volume retail environment spanning over 30,000 stores.

2020-08 - 2022-10

### Cluster IT System Administrator

*Lancaster, Beirut*

- Managed and maintained the IT infrastructure for a cluster of locations, including overseeing CCTV DVRs, Active Directory, network systems and backup.
- Provided technical support and training for over 200 hotel staff on the usage of the hotel management system, and quality management system ensuring efficient operations and customer satisfaction.
- Supported and troubleshooted network infrastructure, including routers, switches, and wireless access points, that dropped more than 53% of hotel guests complaints.

2019-03 - 2020-08

### IT Support Specialist

*Lancaster Chain, Beirut*

- Maintained over 150 computers and peripherals in 3 separate hotels.
- Installed 3 CCTV DVR systems , 2 windows servers as part of company-wide upgrade.
- Loaded software, granted permissions, and configured hardware for new employees as part of onboarding process.

## Education

2018-10 - 2021-09

### Bachelor of Science: Computer Science

*Lebanese International University - Beirut, Lebanon*

## Skills & Interests

**Languages:** Fluent in English , Native Arabic, and Conversational Proficiency in Swedish

**Technical Skills:** OS, Networking, Virtualization, Cloud, Troubleshooting, Database management, HTML, CSS, Java, Python, Bash

**Interests:** DevOps enthusiast with a strong interest in Cybersecurity.