

Maroun Barqawi

Highly motivated, self-directed, perform efficiently in a busy environment, handling many tasks simultaneously.

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EXPERIENCE

LA LGBT Center — IT Help Desk Support Technician Intern

April 2020 - PRESENT

- Providing daily technical support for PC, printer, e-mail, network connectivity and hardware, and system maintenance in person, via email, and via telephone.
- Promptly logging and updating status and progress of projects in support ticketing systems.
- Managing accounts through Active Directory.
- Providing support for imaging and encrypting PC's and laptops, configuration Raspberry Pi.

The First Moving Company — Manager / Dispatcher

April 2019 - May 2020

- Managed and advertised the company's Yelp, Thumbtack and HomeAdvisor accounts.
- Provided exceptional customer service in the form of answering calls, improving customer satisfaction to achieve divisional goals to significantly increase market share.
- Created the schedule and managed the team of movers.
- Provided regular reports to management including sales recaps and customer feedback

EDUCATION

Los Angeles City College, Hollywood

June 2019 - PRESENT

Computer Science & Engineering

GENERAL SKILLS

Microsoft Office, Customer Service, Management, Complaint Resolution, Advertising, Adobe Creative Cloud, Photoshop, Illustrator

PROGRAMMING SKILLS

HTML, CSS, JavaScript, Bootstrap, jQuery, Node.js, MongoDB, RESTful APIs, WordPress, Version Control, Github, Mongoose.

IT SKILLS

Linux, Windows, Unix Command Line, Hardware, Software Troubleshooting, Active Directory management, Remote control, Raspberry Pi.

Languages

Russian (Native)

English (Fluent)

Spanish (Beginner)