

Hussein Farhat

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SUMMARY

Motivated IT enthusiast with foundational knowledge in information technology, and a strong passion for continuous learning. Currently enrolled in multiple IT certification courses to expand technical skills and stay updated with industry trends. Known for problem-solving abilities, communication skills, and a proactive approach to figure things out. Eager to contribute to a dynamic IT team and grow within the technology field.

EXPERIENCE

Customer Support Technician

Pirlo Business Consultants
Beirut, Lebanon

May 2018 - Feb 2020,

- **Customer Support:** Assisted customers via phone, email, and chat with troubleshooting technical problems.
- **Basic Troubleshooting:** Helped identify and solve common software and hardware issues for non-technical users.
- **Collaboration:** Worked with team members and engineers to resolve complex customer issues, enhancing my teamwork and technical communication skills.
- **Client Relations:** Built and maintained positive relationships with customers by delivering excellent service.

IT Technical Support Intern

South Lebanon Water Est.
Saïda, Lebanon

Jul 2019 - Oct 2019,

- **Help Desk Support:** Assisted employees with resolving basic IT issues such as software crashes, connectivity problems, and printer setups.
- **System Maintenance:** Performed regular system updates and backups, ensuring smooth day-to-day operations.
- **Software Installation:** Supported installation of operating systems (Windows and Linux) and essential software for users.
- **Team Collaboration:** Assisted the IT team with minor tasks on network setups and system upgrades, gaining hands-on technical experience.

Senior Compliance Associate

Amazon
Gdansk, Poland

Aug 2021 - present,

- Reviewed and assessed product documentation to ensure compliance with regulations and company standards.
- Classified products based on regulatory guidelines, maintaining accuracy and consistency in categorization.
- Communicated with internal teams to request and verify necessary documentation, improving data management and regulatory compliance workflows.
- Collaborated with cross-functional teams to address and resolve compliance-related issues, strengthening problem-solving and analytical skills.

Sales and Public Relations

Aswak Leb
Tyre, Lebanon

Jul 2017 - May 2018,

- Developed strong communication and client relationship management skills by interacting with diverse customers.
- Gained problem-solving experience by addressing customer inquiries and providing tailored solutions.
- Enhanced the company's visibility through social media management and customer engagement.

EDUCATION

Master of Science in Computer Engineering

Vistula University • Warsaw • 2020 - 2022

Bachelor in Engineering

Arts, Sciences, and Technology • Beirut • 2012 - 2017

SKILLS AND CERTIFICATIONS

Technical Skills:

- Operating Systems: Basic knowledge of Windows, Linux
- Basic Networking: Understanding of TCP/IP, DNS, DHCP
- Troubleshooting: Familiar with diagnosing software, hardware, and connectivity issues
- Software: knowledge of Microsoft SQL, HTML, CSS
- Programming: Learning Python

Certifications (In Progress):

- CompTIA A+, Professor Messer (Expected: December 2024)
- Python Programming, [Institution] (Expected: October 2024)

Languages:

- English (C1)
- German (B1)