**Rafa** **Sanyour**

Zgharta - Lebanon| +96170605812

rafah.sanyour@outlook.com | www.linkedin.com/in/rafa-sanyour

Enthusiastic Computer Science student with a strong aptitude for troubleshooting and problem-solving. Proficient in hardware and software support. Certified Google IT Support Specialist with a keen eye for detail and a collaborative spirit. Passionate Junior Front-End Developer dedicated to innovation and crafting user-centric solutions. Committed to continuous learning and staying ahead of industry trends. Ready to contribute to impactful projects and drive meaningful change in the technology sector.

**EXPERIENCE**

**Technology Support Assistant** Dec 2014 - Aug 2017

Dar Aliman, Tripoli Dec 2022 - Oct 2023

* Provided comprehensive hardware and software support, ensuring seamless IT operations within the agency.
* Diagnosed and repaired technical issues, minimizing downtime, and enhancing productivity.
* Implemented and maintained IT infrastructure, including network setups and system upgrades.
* Conducted training sessions for new employees on utilizing technology tools and software applications effectively.
* Developed and maintained a personal portfolio showcasing proficiency in front-end development and IT support.

**EDUCATION**

**Bachelor of Science (B.S.) - Computer Science** Nov 2021 - Nov 2024 (Expected)

*University Of the People, Pasadena, CA* GPA = 3.7

**SKILLS**

**Expert in:** Hardware Troubleshooting and Repair, Software Systems, Problem-Solving, Attention to Detail, Collaboration and Teamwork, Time Management, Adaptability, Problem Solving, Leadership, Customer Support and Service, Work Under Pressure.

**Intermediate in:** Front-End Development, Technical Training, Microsoft Office, Programming Languages

**LICENSES & CERTIFICATIONS**

**Google IT Support Specialist** 2022

*Coursera* - *DAV4YZ2ZFYVA*

**VOLUNTEER**

**Translator (English/Arabic)** Oct 2021 - Dec 2021

*Coursera Global Translator Community (GTC)*