Zak's IT Support – Company Profile **Business Name:** Zak's IT Support
Founded: 2023
Headquarters: Beirut, Lebanon
Founder: Zakaria Labban
Website: www.zaksitsupport.com
Email: support@zaksitsupport.com

Mission Statement To make technology accessible, secure, and efficient for everyone by offering quick, reliable, and affordable IT support powered by human expertise and smart automation.

Vision To become the most trusted IT support provider for individuals and small businesses in the MENA region, redefining what "tech support" means through innovation, empathy, and intelligence.

Core Values **Integrity:** We value transparency and honesty in every interaction.
Reliability: Our clients know they can depend on us 24/7.
Empowerment: We believe that informed users are safer users.
Innovation: We combine AI-driven tools with human expertise.
Service Excellence: Every client matters, no matter the size.

Our Story Zak's IT Support began as a personal mission to help friends and local businesses solve their IT frustrations. Zakaria noticed a recurring problem — individuals and small enterprises struggled to find affordable, responsive, and trustworthy IT assistance. What started as weekend troubleshooting sessions evolved into a fully operational service company. By 2025, Zak's IT Support had expanded its services to include remote IT helpdesk support, system optimization, and cybersecurity audits. Our commitment to accessible technology drives us to continuously explore new ways to deliver smarter, faster, and friendlier support.

Our Services 1. **Technical Helpdesk Support**
• 24/7 chat and email support
• Hardware and software troubleshooting
• Remote assistance via secure channels

2. **Network Configuration and Maintenance**
• Router and switch setup
• Wi-Fi optimization and troubleshooting
• LAN/WAN monitoring and security setup

3. **Data Protection and Backup Solutions**
• Cloud storage configuration
• Data recovery and restoration
• Backup policy consultation

4. **Cybersecurity Consulting**
• Threat analysis and prevention
• System vulnerability checks
• Employee awareness training

5. **AI-Powered Chat Support**
• Automated first-level troubleshooting
• Instant FAQ answers
• Bug reporting and issue logging

Meet the Team • Zakaria Labban – Founder & Lead Engineer
• Maya Karam – Cybersecurity Analyst
• Rami Haddad – Network Engineer
• Sara Nassar – Customer Success Manager
• Ali Mansour – IT Support Specialist

Why Choose Zak's IT Support • Fast response times: Average response in under 5 minutes.
• Transparent pricing: Clear packages and no hidden fees.
• Local expertise: Deep understanding of regional tech environments.
• AI-powered convenience: Smart assistant for instant support.
• Trusted by over 100 clients: From startups to freelancers.

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