Bahaa Abou Zaher

IT Support Engineer

Professional IT Support Engineer with 7 years of practical experience in the IT field. Possessing a proven ability to administer the operation, configuration and maintenance of computer-based information systems

✉ Bahaa.abouzahr@gmail.com   📱 +4917677931353   Lebanese   📍 Dortmund, Deutschland   30.08.1992   LinkedIn

Professional Experience

IT Support Specialist — Quaker Houghton Produktion Deutschland

June 2022 – Present   Dortmund, Germany

(150 - 200 employees)

As the sole local IT staff member in Germany, I work in coordination with our Global IT team and am responsible for the following duties:

- handle, resolve and/escalate service requests and incidents supporting both person and via remote technology
- Manage and maintain various Windows servers, such as AD, File Server, and Print Server
- Participate in local and global IT projects
- Administer Exchange Admin Center and Microsoft Teams Admin center
- Maintain an inventory of all IT items
- Oversee the computer replacement program for Germany
- Collaborate with suppliers and ISPs to procure necessary services and resources for IT operations.

IT Support L2 — ICC Group

September 2016 - October, 2020   Beirut, Lebanon

(250-300 Employees)

Work position was at The American University of Beirut

(5000+ employees)

System Administrator — Rafik Hariri Foundation, DHSS

September 2015 - August 2016   Beirut, Lebanon

(500-1000 Employees)

IT Administrator — Aids and Relief Foundation

October 2014 - August 2015   Beirut, Lebanon

(Approx. 50 Employees)

Courses and Certifications

- Ethical Hacking and Penetration Testing (April 2018)
- MCSA Windows Server 2012 *(Certified from Microsoft* - March 2015)
- MCSE Exchange Server 2013 *(Certified from Microsoft* - March 2015)
- Customized Customer Service (December 2016)
- A+ Computer Maintenance (Hardware, Software, Networking) (July 2014)
- CCTV installation and configuration (April 2016)
- Certificate of Appreciation (for providing support in WiDS event 2019 at AUB)

Key Skills

- Experienced in supporting Microsoft Windows OS and MAC OS
- Administration of Windows Server, MS Active directory, Group policy settings, Hyper-V Virtualization
- Knowledge in all Microsoft office apps and office 365, and solving their problems
- Knowledge of cloud storage platforms and supporting them (ex. OneDrive)
- Hardware and Software problems troubleshooting (Computers, Laptops, Printers, Audio/Video Systems)
- Highly proven customer service skills
- Providing professional Helpdesk Support, Field Support, Remote Support
- Experienced in providing support for Video conferencing platforms (Microsoft Teams, WebEx meetings, Adobe Connect, Zoom)
- Basic knowledge of Python programming

Languages

- English – Fluent
- German – Good (C1)
- Arabic – Native Language

Education

- Rafik Hariri University   Mechref, Lebanon   2010 – 2013
  B.S., Bachelor of Science in Computer and Communication Engineering
  GPA: 83.07 – With Honor

References

- **Ali Kaafarani** – Support Team Leader at American University of Beirut
  was my team leader at AUB
  Contact details: Mobile: +9613985436 – Email: ak102@aub.edu.lb

- **Ghassan Khalife** – Support Team Leader at American University of Beirut
  was my previous team leader at AUB
  contact details: Mobile +9613996752 – Email: gk22@aub.edu.lb

- **Hassan Dika** – Operational Manager at ICC Group
  Managing the workflow of ICC support Team at AUB
  Contact details: Mobile +96170663674 – Email: hassan.dika@icc.com.lb

- **Jihad Abou Saleh** – IT Manager at Rafik Hariri Foundation
  was my IT Manager
  Contact details: +9613287334