ONS SALEH

(206) 659-2002 ◆ ONS.SALEH@YAHOO.COM

OBJECTIVE

Obtain a position that will utilize my abilities and skills with opportunity for growth based upon performance.

QUALIFICATIONS

- Microsoft certified professional in Windows XP (MCP)
- Microsoft certified professional in managing and maintaining Microsoft Windows Server 2003 Environment
- Excellent communication and interpersonal skills
- Work well independently as well as collaboratively in a team environment
- Quick learner and enjoy challenges
- Self-motivated, punctual, friendly, positive attitude
- Fluent in Arabic

EMPLOYMENT HISTORY

YWCA- IT Department (Intern)
Help Desk Support
Oct 2011 – Current
- Assist with PC installation, PC maintenance and E-mail administrating
- Install new users and applications
- Assist in maintaining the Company's Network Infrastructure

Vianis Paint and Remodel
Project Coordinator
Jun 2010 – Nov 2011
- Prepare estimates and invoices for future customers
- Update and maintain the company's PCs, laptops, and printers
- Work close with staff in supervising projects

Sound Ford Dealership
Sales Representative
Feb 2009 – Jan 2010
- Devised alternative creative methods to increase sales storewide
- Provided superior customer service to guests and potential clients
- Awarded top salesman for three consecutive months

WDS Global
Technical Support Representative
Nov 2008 – Jan 2009
- Responsible for troubleshooting wireless data problems in accordance with defined targets and procedures
- Provided superior customer service to insure customer satisfaction

- Awarded multiple awards based on exceptional customer service reports

Allied Barton Security Services
Security Service Officer
Mar 2005- Sept 2008
- Resolved issues on all levels to ensure customer satisfaction
- Unlocked and secured all exits during appropriate hours
- Thoroughly documented cases of suspicious activity to senior management

EDUCATION

Eastern Washington University
Jan 2012 – Present

- Pursuing a Bachelor's Degree in Information Technology

Bellevue College
Sept 2009– Dec 2011
- Associate in Computer Networking Administration
- Completed Networking+ course
- Completed CompTIA A+ course
- Completed CCNA Course
- Completed Microsoft Exchange Server 2003 course

References available upon request