

Moussa Habanbo

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The logo consists of the letters 'MH' in a white, bold, sans-serif font, centered within a solid maroon square.

Summary

Passionate problem solver with 5 years experience in technical support provided to thousands customers and staff, seeking to contribute my skills in a career in IT where I can strengthen my expertise and fulfil my job roles.

Key skills

- Troubleshooting / Problem solving skills.
- Wordpress - Cpanel - MS office - Windows 7, 8.1, 10
- Managing and troubleshooting a LAN, computers and peripherals.
- Familiar with: HTML, CSS, javascript, SQL, Nodejs
- Excellent written and verbal communication skills.
- Strong customer service skills & staff training and supervision.

Experience

Web Hosting Technical Support

WeBased

Beirut— January 2018 – June 2018

- Provide technical support for WeBased customers via phone, email or chat.
- Walk customers through set up of email, cPanel, and FTP clients.
- Manage customers' hosting accounts and tender to their technical needs.
- Troubleshoot web hosting issues and solve them in a timely manner.
- Update, tweak, and modify website structure and content upon request.

Technical Support Supervisor - for Bill & Melinda Gates foundation project

Taawon - Lebanon

Beirut— 1 July 2015-December 31-2017

- **Providing technical assistance** to the Taawon network of public libraries' staff for MS office, Windows 7, 8.1, 10, printers, projectors, connectivity, and computer hardware, either by phone support, remote access or by site visits.
- Preparing, supervising and **delivering training** on software and technical equipment to staff and unsavvy volunteers.
- **Supervising 16 junior technical support** personnel across 8 libraries.
- Keeping a log of technical cases, and inventory of equipment.
- Preparing and delivering progress reports to supervisor.
- Coordinate with vendors, wholesalers, partners, and other organizations.

Media and photography trainer

MercyCorps

Beirut — August 2014-June 2015

- Preparing workshop curriculum to train youth on cameras, projectors, and computer use.
- Train youth and staff on various software such as Adobe Photoshop/Illustrator.
- Supervise a class of 20 students, of youth or staff.

Corporate technical support representative

Telesupport International

Beirut— 2012- July 2014

- **Providing technical support** for thousands of internet/web-hosting end-users.
- **Configuring the operating systems** and applications to access the internet.
- Monitoring the network via PROCERA to ensure optimal internet connection.
- HDSL, *Microwave links*, LAN, WAN, *hotspot*, VPN, VOIP, NAT and FTP troubleshooting.
- **Emails troubleshooting** (SMTP / POP issues, blacklisting, spam etc).
- Creating and **managing domains** (adding and changing DNS records, creating mailboxes, FTP accounts, rules, websites and subdomains, set up VPN connections)
- Using a ticketing system for logging and managing hundreds of tickets in a big team work environment.
- Being a senior technical support in my team, my tasks also include training new agents, ensuring a perfect work environment and aiding new agents to accomplish their tasks.

Desktop Technical support

Al-Jana - part time- on call only

Beirut — 2014-2016

- Aiding Al-Jana staff through their technical issues via phone, email or in person.
- Maintaining all LAN computers and peripherals.
- Developing a website and maintain it.
- Getting quotations and purchasing new equipment upon need.

Education

The American University of Science and Technology AUST

BS in computer science — 2007-2011

Cisco CCNA certification

Certificates and Training

- **MCSA windows server 2016**
- **Cisco CCNA**
- **Photoshop**
- **Illustrator**
- **Report writing**
- **Comptia Network+ course.**

Languages

Arabic: Native

English: IELTS certified band 8 out of 9

French: Intermediate