

MAHMOUD SALAMEH

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Education

LEBANESE INTERNATIONAL UNIVERSITY

Computer Engineer, emphasis on IT Solutions

Senior Project: Advanced E-commerce website Using Laravel framework.

Saida, LB

June 2023

COURSERA

- The Bits and Bytes of Computer Networking from Google
- Technical Support Fundamentals from Google

Remote, USA

MICROSOFT

- Microsoft Azure Fundamentals

DOT, DIGITAL OPPORTUNITY TRUST

- Microwork Training Program
- Digital and Media Literacy Training Program

Experience

ALREAAYA

IT SUPPORT SPECIALIST

Saida, South

April 2022 – Present

1. Excellent written and verbal communication skills.
2. Strong ability to communicate technical information, both oral and written to a wide range of end-users
3. Strong organizational and time management skills with a highly developed attention to detail
4. Interpersonal skills and excellent written and oral communication, including the ability to collaborate effectively.
5. Ability to learn new technology and systems quickly.
6. Ability to adapt rapidly and effectively in a diverse and ever- changing environment.
7. Effectively manage multiple priorities with strong attention to detail in a fast-paced environment.
8. Demonstrated commitment and ability to provide excellent customer service.
9. Solid understanding of basic client connectivity - ethernet, TCP/IP, and VPN
10. Ability to manage multiple tasks with frequent interruptions, occasionally in urgent situations.

TAJ GARDENS

POS SYSTEM OPERATIONS

Saida, South

April 2018, April 2022

1. Utilized my expertise in POS systems to ensure smooth operations and efficient data entry processes.
2. Managed and maintained POS systems, including hardware, software, and peripherals.
3. Conducted system configuration and setup for new POS installations.
4. Performed routine maintenance and updates to ensure system performance and security.
5. Trained and supported end-users in operating POS systems and resolving any related issues.
6. Handled data entry tasks, including product information, sales transactions, inventory management, and customer details.
7. Collaborated with cross-functional teams, such as sales and finance, to ensure accurate and timely data entry and reporting.
8. Resolved technical issues related to the POS system, such as connectivity problems, software glitches, and peripheral malfunctions.
9. Followed best practices and security protocols to protect sensitive customer and financial data.

MAHMOUD SALAMEH

10. Conducted regular audits and reconciliations to maintain data integrity and identify discrepancies.
11. Documented standard operating procedures and troubleshooting guides for POS system operations.
12. Stayed up to date with industry trends and advancements in POS technology to provide proactive support and recommendations.
13. Remember to tailor these bullet points to reflect your specific experiences and achievements in POS system operations. Provide quantifiable results or specific examples wherever possible to showcase your impact and contributions in this area.

Skills & Interests

Technical: Adobe XD , Figma , VS Code , Microsoft Office 365 , PyCharm , Anaconda , Photoshop , Adobe Illustrator , ChatGPT Prompt specialist , Bard AI Prompt specialist , Midjourney Prompt specialist , ERP Systems, AutoCAD, Xampp, MySQL Database

Language: English , Arabic

Interests: Chess , Football , Reading

Soft Skills: Leadership, Teamwork, Analytical Problem Solving , Communication