



WIAM AL AYOUBI

TECHNICAL SUPPORT

PERSONAL INFORMATION

Lebanese

11 November 2000



00961-70012138



wiamayoubi1@gmail.com

QUALIFICATIONS AND SKILLS

- Ability to work independently and collaboratively.
- Adaptable, eager to learn and take on new challenges.
- Motivated, multitasked, concentrated group work.
- Quality Customer Service.
- Computer skills: Full knowledge in MS office (Word, Power Point, Excel)
- Technical skills: Procera, Emerald, Google Apps, Java, SQL..

INTERESTS

- Web programming and IT developer.
- Outdoor activities.

GITHUB LINK: <https://github.com/wiamayoubi>

LinkedIn: [linkedin.com/in/wiam-ayoubi-8b801a254](https://www.linkedin.com/in/wiam-ayoubi-8b801a254)

SUMMARY

A student at Lebanese international University as a major in computer science. I have about 3 years' experiences as technical support-call center. Quick learner with a positive attitude and a focus on safety and time management.

EXPERIENCE

➤ TELESUPPORT INTERNATIONAL, BEIRUT-LEBANON

2020 – PRESENT

Technical Support Engineer

Tasked with creating original solutions for several software platforms. Provided technical support for two internet service providers (IDM – CYBERIA) and organization that offer satellite TV services (Cable Vision). Charged of resolving any technical issues that clients might have. As well as providing technical assistance to small office or home office (SOHO) and microwave (MW) users.

I become a senior in 2023, Helping the leader in the support Task.

➤ CORTAS CANNING & REFRIGERATING, NORTH-LEBANON

2019 –2020

SUPERVISOR

➤ FLORIDA-BEACH, NORTH-LEBANON

2016 –2019

WAITER

I have experience working as a waiter in a restaurant, where I provided excellent customer service and helped to create a pleasant atmosphere for guests.

➤ MACHOS RESTAURANT, NORTH-LEBANON

2014 –2015

CASHIER

Collect payments whether in cash or credit.

EDUCATION

LEBANESE INTERNATIONAL UNIVERSITY,
LEBANON

Bachelor of computer science-Third year.

Coursers

❖ Cisco

➤ CCNAv7: Introduction to Networks:

CCNA1 - Cisco Certified Network Associate 1

- Proficient in networking fundamentals, including network protocols, IP addressing, and sub-netting.
- Configured and troubleshooted basic network devices, such as routers and switches.

➤ CCNAv7: Switching, Routing, and Wireless Essentials

CCNA2 - Cisco Certified Network Associate 2

- Expanded expertise in advanced networking concepts, including routing protocols (OSPF, EIGRP) and VLANs

❖ Salesforce Learning

- I have acquired knowledge in Salesforce through Trailhead, a fast, fun, and interactive learning platform. Trailhead provides a learning path through the fundamental building blocks of the Salesforce Platform.
 - **Grade:** Unlocked a Trailblazer Rank
- Trailhead allows me to test my knowledge of the platform, earning points and badges to celebrate my achievements.

❖ Training web-Full stack

- Web Development:
Developed responsive and user-friendly websites using HTML5, CSS3, and JavaScript, API, Java, Node.js, JSON, Utilized frameworks like Bootstrap to build interactive and dynamic web applications.
- Part3 training-Present:
MS SQL Server Database + MongoDB(noSQL)

WORKSHOP

February 2023

Mobile maintenance hardware, and software. (Android and iOS)

REFERENCES

Available upon request.