

Elie AbouJaoude

Senior Systems Administrator & IT Support Analyst

Proven Success in Systems Optimization and Strategic IT Solutions. Proven Ability to Create and Deliver Solutions and Projects tied to Business Growth in a Timely matter.



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70175358

Beirut, Lebanon

01 January, 1992

WORK EXPERIENCE

Senior System Administrator and IT Support Saradar Bank

06/2017 - Present

Beirut-Lebanon

Achievements/Tasks

- Provide consulting services, Support and Administration regarding mixed server environment (Windows, Linux, Unix).
- Act as escalation point for troubleshooting advanced network/systems issues.
- Train employees and Fix all Recurrent Issues Faced with End-Users.
- Lead projects with multiple technical resources involved. Setting and aim to reach business goals, deadlines, schedules, budgets, needed resources and team member coordination.
- Administering Cloud Infrastructure and Migrating physical systems to the Cloud.
- Leading IT Support Team, and Working as Level 3 Support Analyst.
- Build new file servers to maximize Web hosting, terminal server, file/print sharing and domain control performance.
- Implement new Antivirus Solution Across the Bank.
- Manage AD and Exchange Servers in addition to Migrating them to latest Versions.

Computer Engineer

ALCS (Toshiba, HP, Microsoft Gold Partner)

10/2010 - 06/2017

Beirut-Lebanon

Achievements/Tasks

- Provide Hardware /Software Support for Laptops, Desktops, Tablets and Servers.
- Projects Implementer (Systems Migration, Upgrades, Exchange and AD).
- Outsourced to Saradar Bank as a System administrator and Support (2015 till 2017).
- **Toshiba and HP Certified Engineer.**

CERTIFICATES

MCSA (11/2018 - Present)

HP Certified Engineer (11/2010 - 12/2015)

Toshiba Certified Engineer (10/2010 - 12/2013)

EDUCATION

Information and Communication Technology

Arab Open University

10/2011 - 06/2015

Lebanon

BS in Information and Communication Technologies

THE OPEN UNIVERSITY

10/2011 - 06/2015

UK/Lebanon

SKILLS

IT Support

System Administrator

Hyper-V

Vmware

AD, EXCHANGE

O365

Hardware Expert

Software Support Expert

Team Leader

Information Security Implementer

Cloud Admin

Citrix Support

XenApp

Network Admin

Windows Support

IT Analyst

Mentoring

Jira

Monitoring

Python

SQL

SSH

Linux

Problem Solving & Administration

Account Access Management

Firewall

Backup

Cisco WLC

Windows Server

Virtual Machines Admin

Azure

Google Cloud

VDI

Temenos Admin

Banking Applications Admin

SCCM

Working Remotely

Jira, Slack

Ticketing System

LANGUAGES

English

Native or Bilingual Proficiency

ARABIC

Native or Bilingual Proficiency

French

Professional Working Proficiency