

Abdallah Karam

IT Support Engineer / Full Stack Developer

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EXPERIENCE

IT SUPPORT ENGINEER – ASPIRE SOFTWARE

JUNE 2023 – Present

- Providing Internal and external IT Support
- Documenting common IT processes
- Configuration, deployment, and administration of 1st part applications
- Providing support for AS/400 and iSeries system
- Management and administration of the internal helpdesk

FREELANCE FULLSTACK DEVELOPER

JULY 2019 – Present

- Developed a marketing website using Next Js with a focus on SEO optimization
- Developed a logistics management application using Express and React with integrations to 3rd party APIs
- Deployed and maintained several applications and websites using Docker
- Wrote and developed a documentation website for an API
- Designed and developed CI/CD pipelines using Drone CI

IT MANAGER - ELIEXPRESS LOGISTICS

SEPTEMBER 2020 – MAY 2023

- Analyze IT needs of company and provide and implement adequate cost-efficient solutions
- Hardware and software acquisition, installation and troubleshooting
- Network design, installation and management
- CCTV installation and management
- Active directory management
- Developing, deploying and maintaining the company website, application and API
- Provide customers with API support and assistance

L2 IT SUPPORT OFFICER – ICC / AUB BEIRUT

OCTOBER 2019 – SEPTEMBER 2020

- Attend to customer technical enquiries
- Working with external IT teams
- Hardware and software installation and troubleshooting
- Desktop and laptop repairs
- Active directory management
- Network troubleshooting
- Remote assistance and support

EDUCATION

LEBANESE AMERICAN UNIVERSITY

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY MANAGEMENT

2014-2019

ADDITIONAL INFORMATION

- **Languages:** Arabic (Native) English (Fluent) French (Basic) Turkish (Conversational)
- **IT Skills:**
 - Windows Linux (Desktop/Server) Mac
 - CISCO Fortigate Fortinet NetSurveillance
 - TCP/ IP DNS
 - Network Patching and termination
 - CCTV / IPTV Installation and management
 - Active Directory
 - IBM AS400 iSeries
- **Development Technologies:**
 - HTML / CSS / SASS
 - Javascript / Typescript
 - Tailwind / Bootstrap / MUI
 - React Js / Next Js
 - Node Js / Express Js
 - PHP / Laravel
 - MongoDB / SQL
 - Git
 - Nginx / Apache
 - Linux Server Deployment
 - Docker