MOHAMAD ARBASS
IT Support & Lab Administration Professional

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Results-driven IT Support and Lab Administration professional with 10 years of experience in providing technical support, customer service, and training. Proven track record in troubleshooting, maintaining IT systems, and ensuring seamless operation of computer labs. Strong skills in SQL Server, Microsoft Office, and Windows OS.

PROFESSIONAL EXPERIENCE

IT Support & Lab Admin
Jinan University, 2022 - Present

- Diagnosed and resolved technical issues for 200+ faculty, staff, and students, including software and hardware problems.
- Installed, configured, and troubleshooter 50+ software applications used across the university.
- Maintained and repaired 100+ university-owned computers and peripherals, performing routine maintenance tasks.
- Delivered technical assistance to users in person, over the phone, or via email, handling 30+ support tickets per week.
- Ensured the security of university IT systems, following best practices for data protection and malware prevention, reducing incidents by 20%.
- Directed the setup and maintenance of 50 computer labs, including hardware and software updates.
- Managed inventory of 200+ lab equipment and supplies, ensuring accurate records and timely restocking.
- Troubleshooting printers,Scanners,Projectors,Monitors..

Teacher - Personal Skills Trainer

Eshraqa Academy, 2019 - Present

- Designed and delivered over 100 engaging training programs tailored to the needs of Echraqa Academy students, covering topics such as communication, teamwork, problem-solving, critical thinking, time management, leadership, and emotional intelligence.
- Conducted needs assessments for over 200 students to identify specific skills required based on their academic program, year of study, and career aspirations.
- Created an interactive learning environment, implementing various teaching methods, including 50+ lectures, discussions, role-playing exercises, simulations, and case studies.
- Developed or sourced 100+ effective training materials, such as handouts, presentations, and online resources, to support student learning.

IT Customer Services

Softwave Company, 2015 - 2020

- Diagnosed and resolved software problems for 200+ customers, providing step-by-step troubleshooting instructions and escalating complex issues to developers as needed.
- Maintained comprehensive knowledge of the company's software, including features, functionalities, and updates, to effectively assist 200+ customers.
- Assisted customers with the installation and configuration of software, addressing 250+ questions about system requirements and compatibility.

EDUCATION

- **LT Software Engineering**, ITOT - Tripoli, 2011
- **TS Business Computer**, ITOT - Tripoli, 2009
- **Baccalaureate in Sociology & Economics** El Kobbeh High School, 2006

IT Skills:

- SQL Server
- Microsoft Office Suite
- Windows OS
- IT Troubleshooting
- Customer Support

Technical Skills:

- Software Installation and Configuration
- Hardware Maintenance and Repair
- Network Connectivity
- Data Protection and Malware Prevention
- Automated Dispensing Systems

Certificates:

- Training of Trainers, Canadian Training Center, 2014
- Personal Strategic Planning, HDC, 2014
- Planning, Management, Teamwork, Communications, Leadership, Canada Education Center, 2014

Languages:

- Arabic (Native)
- French
- English