



Rawad Maroun

IT Professional

Dedicated IT professional with a Master's degree in Computer Science and 2 years of experience in the industry. Currently serving as an IT Coordinator at Difco Group, I am adept at leveraging my technical expertise to streamline operations and enhance organizational efficiency. My hands-on experience encompasses Network and System Administration, Microsoft 365 Admin Center, Cisco Call Manager, and Technical Support.

Contact

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Address

West-Bekaa, Lebanon

Education

2021

MS in Computer Science

Lebanese International University
GPA: 3.96

2018

BS in Computer Science

American University of Science and Technology
GPA: 3.7

Certifications

- CCNA Routing and Switching: Introduction to Network
- CCNA Routing and Switching: Routing and Switching Essentials
- AUST's Entrepreneurship and Innovation Educational Initiative

Languages

English

Arabic

French

Experience

10/2022 - present

Difco group, Beirut

IT Coordinator

- Managed network infrastructure, including Cisco routers, switches, and firewalls
- Managed Wifi Access points and Wlans using Cisco wireless controller
- Managed Cisco phones using Cisco Unified Communications Manager
- Managed users mailboxes using Microsoft 365 admin center and Exchange Online
- Installed, configured, and maintained Windows Server environments, including Active Directory, DNS, DHCP
- Created custom SharePoint lists and designed and implemented Power Automate workflows to automate repetitive tasks
- Installed, configured, and troubleshooted software and hardware, including printers, scanners, and other peripherals
- Maintained inventory of hardware and software, ensuring compliance with licensing requirements
- Maintained and configured DVRs/NVRs and created detailed report of all CCTV cameras to easily identify and solve errors

06/2022 - 10/2022

Difco group, Beirut

IT Intern

- Supported the IT manager, configured and maintained various hardware and software, and performed regular back-ups
- Installed and maintained various printer models and made them shareable on local network
- Installed computer software and hardware systems components for employees
- Configured and customized zammad and OSTicket open-source helpdesk systems
- Documented computer related assets

11/2021 - 03/2022

Cashpluslb, Chtaura

IT Support Intern

- Used web-based ticketing systems to track and deliver support services
- Provided PC and mobile support to resolve client issues

06/2021 - 09/2021

Salem group, Beirut

Full Stack Web Developer Intern

- Assisted in creating website layouts by using standard HTML/CSS practices
- Worked on back-end servers, using scripting language (PHP), and MySQL
- Integrated user-interfaces elements developed by other developers
- Used Postman to test REST APIs
- Used Github to keep track of the changes made on the project

Skills

- Network Administration
- System Administration
- Cisco Call Manager
- Software Installation
- IT Hardware Support
- Programming languages
- SQL
- CrowdStrike Falcon
- Microsoft 365 admin center
- Microsoft Exchange
- Sharepoint
- Power Automate
- Windows Server
- Active Directory
- Group Policy
- Vmware