

YOUSSEF NAZIH JANBEIN

IT Support Specialist | Network & Systems Administrator
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Professional Summary

Dedicated and results-driven IT Support Specialist with over 15 years of experience in IT infrastructure, network administration, and system support. Skilled in Microsoft 365 administration, Active Directory, and Cisco Unified Call Manager. Proven success in managing IT operations, troubleshooting complex issues, and implementing secure and efficient technology solutions. Strong leadership, analytical, and communication skills with a passion for continuous improvement and innovation.

Core Skills

- IT Helpdesk & User Support
- Microsoft 365 Administration
- Active Directory / Azure AD
- Network Configuration & Security
- Cisco Unified Call Manager (CUCM)
- Server Management & Backup Systems
- Firewall & Antivirus Administration
- Troubleshooting & Problem Resolution
- Team Leadership & Project Coordination

Professional Experience

Ministry of Telecommunication – Beirut, Lebanon

IT Support Specialist | Sep 2015 – Dec 2024

- Managed Office 365 plans, user licensing, and administration.
- Administered Active Directory and Azure AD for user accounts and permissions.
- Supported end users with IT-related issues and helpdesk requests.
- Configured and registered Cisco phones using CUCM.
- Planned and implemented network infrastructure tailored to client needs.
- Managed servers, backups, and database restoration.
- Controlled system access and enforced IT security policies.

Techno-Q – Doha, Qatar

IT Support Engineer | Oct 2013 – Jun 2015

- Maintained and monitored network hardware (switches, routers, firewalls).
- Ensured compliance with security and configuration standards.
- Managed software licenses, renewals, and vendor agreements.
- Coordinated with suppliers for warranty, repairs, and replacements.
- Supported servers and workstations for optimal performance.

Ooredoo – Doha, Qatar

Engineer (Team Leader) | Jan 2007 – Oct 2013

- Monitored network traffic, logs, and security patching schedules.
- Maintained network security infrastructure and performed risk analysis.
- Reviewed and troubleshooted firewall, router, and switch logs for potential threats.
- Resolved antivirus and malware incidents, preventing security breaches.
- Led IT support operations and escalated security incidents as required.

Education**Bachelor of Engineering in Computer and Informatics**

Beirut Arab University (BAU) – Beirut, Lebanon | Graduation: 2006

Certifications

- Teaching Certificate – American University of Beirut (AUB)
- CCNA – Ooredoo Training Center
- MCSE – Al-Atiya Training Center

Languages

- Arabic – Native
- English – Fluent

Soft Skills

- Time Management, Problem Solving, and Leadership
- Self-Motivated, Team Player, Positive Thinker
- Excellent Organizational and Communication Skills
- Ability to Work Under Pressure and Meet Expectations
- Analytical Thinking and Continuous Learning