

Charbel Boutros

Personal DETAILS:

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- **Address:** 3 Park Street Campsie
- **Telephone:** 0423 74 74 76
- **Email:** boutrost@optusnet.com.au

Personal PROFILE:

- A motivated IT Professional, possessing extensive knowledge and experience in the provision of quality technical support, customer support and network maintenance; positively impacting on system performance and reliability. Seeking a challenging role within a progressive organisation; facilitating the timely resolution of issues and the attainment of strategic objectives.

Professional ATTRIBUTES:

- Excellent communication and negotiation skills, able to quickly build a rapport with management, key stakeholders, colleagues and clients at all levels; communicating ideas and solutions in a clear and concise manner.
- Effective problem solving and troubleshooting abilities, quickly and accurately identifying issues and implementing innovative solutions within time and budget constraints; maintaining a “can-do” approach whilst maximising use of available resources.
- Dependable and reliable, possessing strong technical aptitude, well developed time management skills, and a determination to succeed; excelling in an environment of high-level teams and delivering on promises.
- Strong teamwork skills, promoting harmonious teamwork and utilising individual initiative to facilitate 100% completion of projects, without compromising on quality of service or standards.
- Highly motivated, able to initiate and lead strategic processes and grasp new skills and concepts with ease; delivering optimum outcomes in a results orientated environment.

IT QUALIFICATIONS:

- Cisco Academy Certifications CCNA1-4 and Fundamentals of Wireless LAN.
- W3 HTML Certified.
- Australian Diploma Information Technology (Network Engineering).
- Australian Information Technology - Certificate II (NRT).

Education HISTORY:

2007- 2008: Lidcombe College NSW

- Completed Information Technology (Network Engineering) at Lidcombe College.
 - Completed Diploma in Information Technology (Network Eng.).
 - Completed Cisco CCNA Academy Course CCNA1-4.
 - Completed Cisco Fundamentals of Wireless LAN Course.

2004- 2006: UTS NSW

- Completed 3 years of Bachelor of Engineering (Computer Systems) at UTS including:
 - Java Script Editing
 - Java Program Editing
 - UML
 - Engineering Communication
 - Engineering Design
 - Mathematical Modeling
 - And other engineering subjects.

Career SNAPSHOT:

- IT work placement for Avanser PTY LTD.
- IT Consultant and Contractor: 2003 Till Present.
- System and IT Administrator: December 2004 to March 2006.
- Customer Service Officer: Various Organisations: 2001 to Present.

Employment HISTORY:

College work placement – PHP and Asterisk:

February – June 2008

Avanser PTY LTD – Sydney City

*Provided Web and PHP support, network implementation and IP Telephony for small business;
Worked with Linux, Windows servers and Windows Desktop.*

- Developed and implemented IP-PABX telephony system throughout the company.
 - Developed company website incorporating server side and client side technologies which include HTML, PHP JavaScript and CSS.
 - Developed and implemented a Content management system for the newly developed company website.
 - Worked with a well established IT team in order to maintain and enhance the current IT infrastructure.
 - Developed a miniature company Customer Relations manager allowing company staff to add certain clients to many database with a single click.
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IT Consultant and Contractor For Various Companies:

2003 - Present

Provided technical and network support, network implementation and systems maintenance for small to medium businesses; managing IT infrastructure for professional companies with up to 45 users. Working with Apple and PC Based Systems with regards to all problems.

- Provide specialised IT support, advice and assistance to users; ensuring optimum performance and reliability of systems.
- Develop, implement and maintain hardware, software and network infrastructure; ensuring reliability.
- Maintain system security in accordance with established policies and guidelines.
- Answer, evaluate and prioritise incoming telephone and e-mail requests for assistance from users experiencing problems.
- Interview user to collect information about the problem; performing extensive diagnostic procedures to determine source of error.
- Maintain network and server infrastructure; enhancing performance and minimising downtime.
- Identify and resolve user and system problems, including network, hardware, and software.
- Perform network troubleshooting; isolating, diagnosing and rectifying network problems.
- Evaluate new software and hardware, identifying potential uses and compatibility with existing systems and infrastructure.
- Maintain industry awareness, monitoring progress of technological advances and potential uses and applications.
- Created IP-PABX Telephony, involving soft phones and Real IP phones.
- Created wireless Local Area Networks via 802.11a/b/g networks.
- Provide IT and Network support for various types of wireless networks.

IT Administrator and Manager:

December 2004 – March 2006

The Cube Financial Group – St Leonards

Provided technical and network support, network implementation and systems maintenance for small to medium businesses; managing IT infrastructure for professional companies with up to 45 users. Working with Apple and PC Based Systems with regards to all problems.

- Provide specialised IT support, advice and assistance to users; ensuring optimum performance and reliability of systems.
- Develop, implement and maintain hardware, software and network infrastructure; ensuring reliability.
- Maintain system security in accordance with established policies and guidelines.
- Answer, evaluate and prioritise incoming telephone and e-mail requests for assistance from users experiencing problems.
- Interview user to collect information about the problem; performing extensive diagnostic procedures to determine source of error.
- Maintain network and server infrastructure; enhancing performance and minimising downtime.
- Identify and resolve user and system problems, including network, hardware, and software.

- Perform network troubleshooting; isolating, diagnosing and rectifying network problems.
- Provide advice to clients and to web users on problems related to the web and locally on their computer.
- Log and track calls using a problem management database, maintaining history records and related problem documentation.
- Prepare and analyse help desk incident reports, making recommendations to reduce occurrence of problems.
- Liaise with clients and users at all levels; facilitating development of productive working relationships.
- Consult and negotiate with external consultants, technical personnel and vendors for provision of services and products; coordinating completion of tasks.
- Instruct users in the use of equipment, software, and manuals.
- Evaluate new software and hardware, identifying potential uses and compatibility with existing systems and infrastructure.
- Maintain industry awareness, monitoring progress of technological advances and potential uses and applications.

Various Other ROLES:

August 2002 to April 2005: Woolworths Campsie

Sales assistant and night filler. Worked in many team situations.

11 Eveline St Campsie 2194

February-August 2000: SunCom and Computers Campsie

Assistant IT Technician and sales representative.

Shop 1 the Mall, Campsie 2194

Computer KNOWLEDGE:

Proficient in Languages

- HTML
- PHP – MySql
- Perl / CGI

Proficient in Operating Systems

- Microsoft Windows family
- Microsoft Windows server family
- Microsoft Windows 3.11/DOS
- Apple OS X
- Linux (Various Distributions)
- FreeBSD

Referees:

Referee 1: Farid Silwanis (Director Avanser PTY LTD): (1300 795 845)

Referee 2: Elli Sleiman (ES Engineering): (0488 100 100)

Referee 3: Nicholas Cooke (Manager at The Cube Financial Group):
(0403239905)