

Samer Nasser

Microsoft Certified (MCTS, MCITP)
Google Cloud Certified (G Suite)

 Al-Ras, Beit Jala, Palestine
 +970 599 644 267
 info@samernasser.com
 www.linkedin.com/in/samnasser

Dear HR Manager,

Are you ready to hire a proven professional who can add immediate value to your organization? If so, I'm your pick. I believe I possess the necessary skills and experience you are seeking and would make a valuable addition to your company. As my resume indicates, I own more than 18 years of progressive experience in the Technical Support field. My professional history includes positions such as IT Support at Bethlehem University as well as the freelance IT consultant.

As an IT Support Specialist for my employer, Bethlehem University (Catholic De La Salle University), I managed support for staff, faculty and students (around 3000 users), as well as technical support for Servers and network. My skills are current, and I am up-to-date on the latest in the industry. My priority is to guarantee that network infrastructure and support services are working efficiently. As for the current available position (ICT Assistant), I am the right fit for the position.

Most recently, my responsibilities included (As my current job and as a freelance): management, administration & configuration of servers, active directory, and group policy, software and patch management, google apps, network monitoring. Also, I'm providing level 3 support to staff, faculty and students to solve their complex issues. I worked on Windows Server (2003 to 2019), Windows (XP to 11), Microsoft office (local and 365), Linux (CentOS and Ubuntu) and Mac. My supervisor also relied on my ability to work under pressure, working within a team, and meeting deadlines.

My relevant qualifications include my bachelor in computer science as well as two Microsoft diplomas (MCTS and MCITP) and recently Google Cloud certified in G Suite. I serve also as Pearson Vue Certified Test Administrator for proctoring exams at Pearson Vue exam centers.

I have attached my resume for your review, and I look forward to speaking with you further regarding your available position.

Sincerely,

Samer Simon Nasser

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PROFILE

An accomplished and highly-competent IT expert with experience in System administration, Network administration, technical support, advanced troubleshooting skills with Solid progressive expertise, strong analytical and administrative skills. I can deliver growth-oriented business solutions, seeking a respectable position offering room for professional development.

Core Competencies:



- Extensive cross-platform experience in systems administration, including analyzing, designing, installing, maintaining, and repairing hardware, software, and networks.
- Superior troubleshooting and technical support abilities; including migrations, network connectivity, security, and database applications.
- Extensive Experience in Windows, Windows Server, knowledge in Linux commands and Mac OS
- Experience in Cloud Apps, virtualization, outsourcing.
- Highly organized with the ability to prioritize tasks and meet deadlines.
- Excellent communication and problem-solving skills, proven an ability to resolve conflict in a calm & diplomatic manner, effective leadership and training skills, supportive team member.

EXPERIENCE

IT Support Staff - Infrastructure & Support Unit, Bethlehem University 9/2012 - NOW

- Responsible for IT services, support, and administration for 3,000 students & 300 staff.
- Maintain and administer SLA, technical support including hardware, software & applications, virtualization, and cloud infrastructure.
- Installation and commissioning of hardware such as PC, routers and switches, photocopiers, and peripheral equipment.
- Implement policies, technical procedures, and standards for preserving the integrity and security of data. Problem-solving, logging & tracking all issues, ensuring completion within SLAs, Consistently meeting deadlines and requirements for work orders.
- Manage computer labs/classrooms, staff, and students training.
- Creating different OS-ready images for Staff PCs, Classroom PCs as well as Labs PCs.
- Preparation of systems upgrade business cases, monthly management reports, vendor sourcing, and contracts negotiation for internal projects.



Achievements:

- Project managed the transition from Windows XP and 7 to Windows 10 and 11
- Deployed Image creation systems VMware ESXi 5.5 / vSphere, Implemented re-imaging through Acronis True Image and Clone Deploy.
- Overall control of PCs using PDQ Deploy and PDQ Inventory Software (batch management)
- Process improvement and documentation.

IT Officer – Institute for Community Partnership, Bethlehem University 2008 -2012

- Provided Level II support to users in person and remotely.
- Installed hardware & software, network administration, staff training & project management.
- Designed and implemented network and workstation layout, installed, configured, and commissioned system, including data migration.
- Wrote business cases and technical specifications for equipment procurement.
- I have worked with users to determine areas in need of improvement.

- Prepare procurement request, tenders evaluation, receive and inspection.

Achievements:

- Developed e-Learning based on Open source platform (Moodle) for online courses.
- Moodle Administration, supporting online Diploma courses.
- Acted as Multimedia SME (Subject Matter Expert) for developing animation and graphics.

Manager & Consultant – Samer Nasser Technical Services (IT Consultancy)

2004-NOW

- Worked as IT Consultant for Latin Patriarchate Seminary, Holy Land Trust, President Putin Organization, Women Child care Society, Beit Jala Municipality, Jumbo Super Market, Arab Orthodox Benevolent Society, Baladi Center and others.
- Websites webmaster, designer and developer
- Project Manager, consultant and IT manager for various organizations, small business and NGOs
- Implementation of network infrastructure & Servers
- Servers Installation (Windows, Linux), configuration and administration
- Network Installation (Cisco, HP, DELL), configuration, and administration
- Installation of various office machines, storage, backups, DVR & NVR, VOIP and IP-Telephony, Google Apps, Office 365, Server Services Administration (Active Directory, Group Policy, DHCP), monitoring, procurement and purchasing.

IT Officer – Holy Land Trust (IT Consultancy)

2/2014 – 7/2018

- Configured, tested, and maintained network equipment and upgrades.
- I have upgraded the file server to Windows server 2016, Google Apps administrator.
- Resolved WLAN issues by installing associated WLAN hardware and software.
- Managed firewall, network, and server monitoring.

EDUCATION



BSc, Computer Science, Al-Quds University, 2004

Microsoft Certified Technology Specialist (MCTS), Microsoft Academy, 2008

Microsoft Certified IT Professional (MCITP), Microsoft Academy, 2009

Google Cloud Certified (G Suite), Google Cloud, 2019

Coursera – Google Cloud Platform: Google Cloud & Coursera, 2020

Pearson Vue Certified Test Administrator, 2021

SKILLS



- **Platforms:** Windows (XP to 11), Windows Server (2003 to 2021), Linux (CentOS), Mac OS X, G Suite, Google Cloud Platform
- **Software:** Microsoft Office, Microsoft Office 365, Symantec Ghost, Acronis TrueImage, VMWare, Joomla, Content Management Systems (CMS), Moodle, Google Apps, Zimbra, Team Viewer, scripting, PowerShell, Maintenance Tools, Elastix, CloneDeploy, Joomla, Siemens, WordPress, C#
- **Database:** Microsoft Access, MySQL, MSSQL
- **Networking:** LAN, WLAN, Active Directory, PowerShell, Symantec Backup Exec, Bandwidth, switches / routers installation & configuration, Server management, Cisco Switches (CLI, SIP, CUCM), SSH, IP Telephony, CheckPoint Firewall (Configuration, ACL), FTP, TFTP, Elastix PBX, ITIL (Self Study), AWS, DHCP, DNS, Proxy, SIP, Power Apps
- **Misc:** System upgrades, backups, technical specifications, reporting and documentation, program installations, hardware knowledge, user support, troubleshooting, website monitoring, planning and implementation, remote access, email management software

REFEREES



- Philip Daoud, Assistant Vice President for Information Technology, Bethlehem University
Mobile: +970595199819
Email: pdaoud@bethlehem.edu
- Mousa Rabadi, Director of Institute for Community partnership, Bethlehem University
Mobile: +970598939529
Email: mrabadi@bethlehem.edu
- Mikhael Lama, Computer Management Assistant, US Embassy Jerusalem
Mobile: +970599285270
Email: lamam@state.gov

