

ALI KANSO

IT Support Specialist

+961 71 668 224 | ali@mechatech.me | linkedin.com/in/ali-k-anso/ | ali.mechatech.me | Beirut, Lebanon

PROFILE

IT Support Specialist with 1+ year resolving 70+ tickets per month across multi-branch academic environments. Engineering background in Mechatronics brings a hardware-first, analytical approach to troubleshooting — equally comfortable diagnosing a failed SSD, configuring a network switch, or managing a Microsoft 365 tenant. Track record of independently deploying full IT lab environments and delivering reliable remote and on-site support.

WORK EXPERIENCE

Junior IT Support Specialist

Feb 2025 — Present

CIS College · Beirut, Lebanon

- Resolve 70+ monthly support tickets via Freshdesk across multiple campus branches
- Install and configure Windows 10/11, enterprise applications, and academic software
- Diagnose hardware issues including SSD/RAM upgrades and component replacement
- Troubleshoot network connectivity, IP conflicts, and configure routers and access points
- Manage Microsoft 365 Admin Center: user accounts, licensing, OneDrive, and Teams
- Install, configure, and maintain networked printers and resolve print-related issues
- Assist with server setup, router configuration, and NVR installation
- Provide remote and on-site technical support to students and faculty
- Support faculty with projector and AV equipment setup

IT Help Desk Intern

Jan 2024 — Jun 2024

Matn University College · Beirut, Lebanon

- Provided first-level IT support for students and faculty
- Assisted with system installation, hardware upgrades, and troubleshooting
- Practiced network setup and router configuration under supervision

PROJECTS

Full IT Lab Deployment

2025

CIS College · Beirut, Lebanon

Windows 10 · Microsoft Office · Structured Cabling · Networking · IT Deployment

- Planned and built a complete computer lab from scratch independently
- Ran and terminated structured network cabling throughout the lab
- Configured switch, router, and access points for stable LAN/Wi-Fi connectivity
- Deployed Windows 10 and full academic software stack across all machines
- Performed end-to-end testing and handed off the lab to faculty

EDUCATION

Bachelor of Technology — Mechatronics Engineering

Sep 2021 — Jun 2024

Matn University College · Beirut, Lebanon

SKILLS

IT Support	Windows 10/11 · OS deployment · Hardware diagnostics · Backup & recovery · Remote support
Networking	LAN / Wi-Fi · IP configuration · Routers & switches · DNS / DHCP · NVR setup
Applications	Microsoft 365 (Teams, OneDrive, SharePoint) · Freshdesk · M365 Admin Center
Languages	Arabic (Native) · English (Fluent)

CERTIFICATIONS

Technical Support Fundamentals
IT Essentials

Google
Cisco