

ALI KANSO

Mechatronics Engineer • IT Support Specialist
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Summary

IT Support Specialist with resolving 70+ tickets/month in academic multi-branch environments. Combines a Mechatronics engineering background with hands-on expertise in Windows 10/11, Office 365, LAN/Wi-Fi networking, and Freshdesk. Track record of independently deploying full IT lab environments and delivering reliable remote and on-site support.

Professional Experience

Junior IT Support – CIS College

Feb 2025 - Present

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 and resolve hardware issues including SSD/RAM upgrades, component replacement, and system repairs
- Troubleshoot network connectivity, IP conflicts, and configure routers and access points
- Manage Microsoft 365 Admin Center: create user accounts, assign licenses, configure OneDrive and Teams
- Install, configure, and maintain networked printers and troubleshoot print-related issues
- Provide remote and on-site technical support to students and faculty for application setup and troubleshooting
- Assist with server setup, router configuration, and NVR installation
- Maintain computer lab environments with regular system checks and preventive maintenance
- Support faculty with projector and AV equipment setup

Intern IT Help Desk - Matn University College

Jan 2024 – Jun 2024

Beirut | Lebanon

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

Education

Bachelor in Technology | Mechatronics | Matn University College

Sep 2021 – Jun 2024

Senior Project: Designed 2D Mapping Robot using Raspberry Pi 4, RP-Lidar A1, and Ubuntu Linux with real-time autonomous navigation, sensor integration, and pathfinding algorithms

Certifications

- Technical Support Fundamentals (Google)
- IT Essentials (Cisco)

Skills

- **IT Support & Systems:** Troubleshooting, OS deployment, driver updates, backup & recovery
- **Networking:** LAN/Wi-Fi setup, IP configuration, routers, switches, DNS/DHCP basics
- **Applications:** Windows 10/11, Office 365 (OneDrive, Teams, SharePoint), Freshdesk, Remote Support
- **Core Competencies:** Documentation, technical reporting, user communication, problem-solving
- **Engineering Tools:** AutoCAD, CATIA, MATLAB, Arduino/Raspberry Pi

Language

- Arabic – Native | English - Fluent