**Abdel Koussa**

**Tel: 514-5759471 Email:** **abdelkoussa@gmail.com**

**A hard working dedicated computer technology professional capable of setting up, maintaining and configuring small to medium sized networks**.

***SKILLS and QUALITIES***

* Strong Interpersonal communication skills.
* Problem analysis and problem solving.
* Organizational skills and customer service orientation.
* Adaptability and ability to work under pressure alone and within a team.
* Outgoing and Open-Minded
* Versatile, hardworking individual, driven to exceed expectations

***PROFESSIONAL EXPERIENCE***

**Customer Service Rep 2013/04-2014/04**
**Atelka Business Solutions, (Montreal), QC**

* Handles over the phone queries and provides assistance to customers using Bell Mobility Services on issues related to billing, receivables and product upgrade and modification.

**Customer Service Supervisor 2003/09-2013/03
Marks & Spencer PLC (London), UK**

* Shift Supervisor providing administrative and operational assistance to the team.
* Resolve customer queries in a timely and accurate manner by following company policy to ensure customer satisfaction.

 **Telecommunication and Networking Technical Analyst 1997/10 -2003/09**

 **Netcomm Telephone Systems Ltd**, (**Mauritius)**

* Installed, designed, programmed, tested, and maintained complex telecommunications systems on site. Delivered projects within timeframe and deadlines.

***EDUCATION***

* **DEC in Networking Management Jan 14 -Present (Expect to be graduate in winter 2016)**

 LaSalle College, Montreal

* **Diploma in Computing Sept 05 - Sept 09**

London City Institute, London

* **Secondary School –General courses Jan 86 - Nov 98**

Imperial College Mauritius

***PROFESSIONAL CERTIFICATIONS***

* **Cisco Certified Network Associates (CCNA)**

 Cisco Network Academy

* **Linux Essentials Courses**

Linux Professional Institute-Cisco Network Academy

* **Network+ Certified Professional**

CompTIA

* **Telecommunication Technician** **(Electronics T2 and Electronics T3**)

City and Guilds of London Institute

* **Customer Service related Courses-London**

Marks and Spencer retail academy

***TECHNICAL SKILLS***

* **Networking:**

 DHCP, DNS and Active Directory

 VPN, NFS/DFS, NAT and Load Balancing

 Print Services, RADIUS and WDS, LAN, WAN

 TCP/IP, Firewall, VoIP, FTP, Telnet/SSH,

 Cisco Routers /Switches/Firewalls/Access Servers,

 Microsoft Routing/Remote Access, Linux, OSI Model

* **Platform Used:**

 Microsoft Office (2003/2007/2010): Word, Excel, PowerPoint, Access

 Packet Tracer for Networking, VMWare and Virtual Box

 Windows XP/ Vista / 7

 Windows Server 2008, 2008R2, 2012, 2012R2

 Linux ( Fedora, Ubuntu, Cent-OS)

* **Programming Languages:**

 C++, C# and PowerShell

***SPOKEN/WRITTEN LANGUAGE***

* English ,French and Creole (Written and spoken)
* Urdu and Hindi (Spoken)