

TAOUFIK EL ADEL

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Taoufik@taoufikeladel.com

EDUCATION

Old Dominion University, Norfolk, VA
Bachelor of Science in Business Administration
Major: Information Systems and Technology (IT)
Minor: Cybersecurity
GPA: 3.92

December 2021

Tidewater Community College, Virginia Beach, VA
Associate of Science in Business Administration
GPA: 3.75

May 2018

Related Coursework: Database Concepts, Statistical Data Analysis, Network Server Configuration and Administration, Business Telecommunications & Networks, Contemporary Organizations and Management, Software Design, Managerial Economics, Object-Oriented Programming Java, Systems Analysis and Design, Project Management in Information Systems, Strategic IT Administration, Enterprise Cyber Defense, Management of Information Security

PROFESSIONAL EXPERIENCE

InMotion Hosting, Virginia Beach, VA
Technical Support Representative

July/2021 - Present

- Assisting customers with their web hosting accounts via phone, live chats, and tickets.
- Diagnosing, troubleshooting, and resolving a wide range of website, DNS, and email issues.
- Administering Linux servers via remote access to monitor log files and manipulate data.
- Working closely with escalation points for unresolved issues.

INDEPENDENT CAR DEALER

August/2010 - 2021

- Developing strategies to locate potential vehicles with cost-effective repairs and optimum profits.
- Attending automobile auctions to look for suitable vehicles.
- Ensuring that the vehicles are reconditioned up to standards within cost budgets and in timely manners.
- Crafting marketing strategies to price, promote, and advertise vehicles.

COMMUNITY INVOLVEMENT AND SKILLS

- Member, Perry Honors College, Old Dominion University
- Member, ISPMP Club, Old Dominion University
- Volunteer, Potter's House, through North End Pizzeria
- CompTIA A+ certification
- Fundamental knowledge of Windows Server configuration, IP routing, and Active Directory
- Languages: English, French, Arabic

August/2019 - December/2021

August/2018 - Present

January/2013 - April/2020

October/2022 - October/2025