

**Abdinasir Noor**  
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Abdinasirnoor.com

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**Skills:**

- Experience with installing, configuring OS and maintaining PCs for clients.
- Able to assemble a custom PC based on user requirements.
  - CAD stations, workstations, and thin clients
- Understand the basics of networking and security/forensics.
  - DHCP configuration, TCP/IP protocols and Network connectivity troubleshooting.
- Able to apply troubleshooting skills.
  - Windows administrative tools, Mac and Linux CLI, and resolving bootloader issues.
- Can properly and safely diagnose, resolve and document common hardware and software issues.
- Understand the basics of virtualization, disk imaging, and deployment.

**Qualifications:** Knowledgeable information technology professional seeking to contribute acquired skills within a help desk support role. Proven success working in high-volume, 24x7 technical call center. Demonstrated strengths in rapidly diagnosing, troubleshooting and resolving client issues.

**Education and Credentials:** High School Diploma, Deering High School, June 2014  
Computer Science A.S., Southern Maine Community College, Anticipated Graduation Year: 2020  
Comptia A+ certified June, 2017

**Work Experience:**

**Logisticare**

400 Southborough Dr, South Portland, ME 04106

Customer Service Rep

July 2017- January 2018

- High call volume 24/7 technical call center support for health insurance members.
- Enforced all HIPAA guidelines for network security and customer privacy.
- Gained experience in a fast-paced customer service calling setting and multi-tasking expertise by working with multiple software applications simultaneously.

**Halal Market**

269 St John St, Portland, ME 04102

Customer Service Rep

July 2015 - July 2017

- Engaged customers with a consultative sales approach of additional or bundled products.
- Used my understanding of technology and communication devices to effortlessly troubleshoot issues with customer's cellular equipment.
- Assisted customers with billing.

**Bill Dodge Auto Dealership**

2 Saunders Way, Westbrook, ME 04092

BSD Representative

December 2014 - May 2015

- Responded promptly to internet leads and contacted customers by phone to go over their inquiries.
- Reviewing the lot on a weekly basis to gain a strong understanding of what is currently available to potential customers.

**References available upon request.**