

# Ahrorjon Turdiev

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## Summary

"I am loyal, hard-working, professional and conscientious. Whilst at work, I am someone who takes pride in delivering each task to a high standard and I achieve this by working closely with other people within the team. I also make sure I obtain a clear brief from my manager or supervisor as to what they want me to achieve whilst working in the role I am employed. If successful, I am looking forward to learning the role quickly and getting to know as much about your products and services, so I can start contributing and making a positive impact within the organization."

A highly skilled IT Administrator with over 9 years of experience providing top-notch IT support and implementing innovative technical solutions. Proficient in managing complex technical projects, troubleshooting hardware and software issues, and resolving network-related problems.

## Experience

### **System Implementation Engineer**

Hexing Group

Jan 2020 - Present (4 years 2 months)

- Implemented and supported large-scale technical solutions for clients, including metering, SCADA, MDM, MDC, EDM, AMI, HEADEND, CRM Billing Systems.
- Perform remote troubleshooting through diagnostic techniques.
- Record events and works performed to resolve issues within the system.
- Administrate the software's proper implementation
- Provide preventive and corrective maintenance to the facility's technological hardware and software
- Configure hardware, platform, and applications in order to guarantee the correct performance and functionality
- Provide technical support to all users of the facility technology
- Provide solutions and document reported incidences
- Key Project Deliverables SLA (Service Level Agreement) of incidents resolution
- Resolve incidents and matters in day-to-day operations
- New Requirements Resolution

### **Information Technology Engineer**

ZTE Corporation

Jul 2015 - Dec 2019 (4 years 6 months)

- Manage and support all the systems in the operations
- Provide IT-related matter troubleshooting
- Coordinate, manage, and oversee projects, document process
- Perform regular system health checks and capacities studies to ensure optimum performance of servers and network
- Manage system changes with appropriate support staff to ensure uninterrupted services
- Liaise with vendors and work with users at all levels
- Maintain inventory of all equipment, software, and software licenses

- Interview, select and recruit direct reports
- Develop, conduct maintain all staff training programs for team members, focusing on their development needs, and providing them with new skills to meet the changing needs of the business



## **IT Specialist**

**Rixos The Palm Dubai**

Oct 2014 - Jun 2015 (9 months)

- Manage and support all the systems in the operations.
- Attend all IT requests with guests and colleagues in a timely manner.
- Follow all IT Policies and guidelines such as user rights, security policy, backup policy, preventive maintenance, contingency plan, etc.
- Assist with the implementation of IT brand standards, new technologies, systems, and projects.
- Identify IT-related risks and issues and escalate them to Manager.
- Escalate IT issues promptly to Manager.
- Provide technical support and training on systems and networks.



## **Information Technology System Administrator**

**OJSC "Bank Eskhata"**

Jan 2014 - Jul 2014 (7 months)

- Troubleshoots, debugs and upgrades existing software.
- Creates technical documentation for reference and reporting.
- Works with customers or departments on technical issues including software system design and maintenance.
- Maintains inventory and asset configuration documentation.
- Monitors the performance of servers, software, and hardware.
- Maintains the IT infrastructure.
- Provides user support for IT related issues for the group.
- Implements the Group's Management System and proposes suggestions for improvements.
- Automates various IT functionalities through scripting.
- Executes any other duties assigned by the IT Manager.

## **Education**

### **Khujand State University**

Higher National Diploma, Computer Systems Networking and Telecommunications

Sep 2009 - Jun 2014

## **Licenses & Certifications**



**AWS Knowledge: Cloud Essentials** - Amazon Web Services (AWS)



**Technical Support Fundamentals** - Google

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**The Bits and Bytes of Computer Networking** - Coursera

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 **Google IT Support Specialization - Google**  
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## **Skills**

Network Protocols • Customer Service • Debugging • Encryption Algorithms and Techniques • Domain Name System (DNS) • IPv4 • IT Hardware Support • Help Desk Support • Network Administration • Cloud Computing