



Allen Rahbar

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Profile

I am looking for work in the Technical support field. I have experience working in O365, AD, Citrix etc. I am always interested in learning new software and systems love working with customer and solving their technical problems.

Experience

PRE-SALES SUPPORT SPECIALIST, CONCENTRIX, BELFAST, UK 2019-PRESENT

Work as a pre sales specialist for Microsoft sales department for businesses. Answer phone calls and chat interactions, create leads, made direct sales and helped customers with technical issues. Log all leads in the CRM
Contact with partners and Inside sales to handle queries regarding leads.

TECHNICAL SUPPORT ANALYST, DXC TECHNOLOGY, IRELAND, APRIL 2019 - NOVEMBER 2019

Answered B2B calls, chats and emails from customers and assisted with the technical issues. Reset passwords in AD, O365 issues, Citrix issues, printers etc.
Logged tickets in HPSM and escalated tickets where applicable.
Coached new hires on how the process works for answering calls, troubleshooting and logging tickets

ENGLISH-SWEDISH TEACHER, SELF-EMPLOYED, TEHRAN, IRAN – 2013-2019

Worked as an English and Swedish teacher in Iran.
Helped students from beginner to advance with all skills (reading, writing, listening and speaking)
Developed my own curriculum and lesson plans.
Conducted level placement exams to assess student levels

ELECTRICAL ASSISTANT, SUNSHINE ELECTRICAL, TORONTO CANADA – 2003-2005

Worked as an electrical assistant.
Assisted in wiring house and businesses.
Helped with troubleshooting and demonstrated good logical reasoning

Education

Costa Rica Tefl, Costa Rica , TEFL Certificate , 2018

Thornhill Secondary School, Toronto, Canada , High School Diploma 1997-2003

Languages

English - Native

Swedish- Native

Farsi (Persian) - Native

Skills

Work in active directory with customers accounts.

Work in Citrix environment and solve different issues.

Very good skills in solving Office 365 issues .

Good skills in troubleshooting printers.

Mac/OS Apple products- Being a proficient user of apple products helps me assist customers when they have issues with IOS and OSX.

Volunteer Work

Vafa Animal Shelter www.vafashelter.com (Tehran, Iran) 2013-Present

Volunteer occasionally at an animal shelter. Help with the dogs and care for the dogs and support the non-profit organisation emotionally and financially.

Mehr House www.mehrhouse.com (Tehran, Iran) 2008-Present

Teach the kids English (in the summers). Buy the things they need when they have needed it for example clothes, toys, school supplies and food.

References

Barbara Miller MA, MEd, TESOL Founding Director Costa Rica TEFL
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Stefan Persson , Team leader, DXC technology
stefanp@dx.com

Kieran Barrett , Team leader , Concentrix
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