



ADDRESS

27th PL S, Kent, WA
98032-6507, USA



ABOUT ME

Experienced IT Professional with
prior 5 years experience.



SKILLS

Microsoft Technologies

- Local & Azure Active directory
- Office 365
- Cloud Computing
- DHCP
- Exchange Server 2007, 2013.
- SharePoint 2007, 2016.
- WSUS & WDS Server.
- Privileged Access Workstation (PAW).
- Local Administrator Password Solution (LAPS).
- IP Address Management (IPAM).
- Group Policy Management.
- Over 30 Domain Controllers and DNS Servers Management.

Cisco Technologies

- Routing & Switing of Cisco switches.
- Implementation of network security.
- PVST, PVRST+ and MST in Cisco switches.

Comptia A+

- Set up and troubleshoot peripheral devices Assemble and disassemble computing hardware



**US Permanent resident &
Social security number holder**

Car holder with valid driving license

Application for the post of:
Job ID:

Haroon Arman

Haroonjaji@gmail.com

253-656-9672



WORK



July 2019
Dec 2016

IT Support Team Lead (2 years 8 months)

Global Technology, Kabul, Afghanistan

- Leading overall IT teams for Afghanistan Ministry of defense(MOD)
- Performing recruitment and training of new & replaced IT Support personals
- Providing complex Desktop support & Technical solution for all MOD Support
- Ticket assignment through foot print server to IT teams
- Review completed tasks to ascertain compliance with standards
- Guiding stuff for new changes in network & Security policies implementations.
- Providing technical assessment in generated troubleshoots.
- Carry out in-depth research to reveal new and better methods of handling functions within the Cyber security, Network, VOIP & System administrations Units .
- Monitor all team members and provide necessary advice and guidance
- Perform periodic risk assessments and initiate risk control strategies
- Coach all team members and motivate them to produce desired results
- Organize regular seminars and training to teach teams .



Jan 2015
Dec 2016

IT Support Technicain (2 years)

Global Technogoly, Kabul, Afghanistan

- Installing and configuring computer hardware, software, systems, networks, printers and scanners
- Monitoring and maintaining computer systems and networks
- Responding in a timely manner to service issues and requests
- Providing Desktop support across the company (this may be in person or over the phone)
- Setting up accounts for new users & retaining of customer care .
- Repairing and replacing equipment as necessary
- Walk colleagues or clients through steps to help in technicals issues .



EDUCATION



Nov 2015
Nov 2010

Bachelor in Business Administration (BBA)

Kardan University, Afghanistan

- Management, Sales, Marketing, Human Resources.
- Financial Accounting, Organization behavior, Inter Fin



Dec 2014
Sep 2014

Infomation Technology Cources & Training

- *Microsoft Certified Professional (MCP) – Online Cert*
- *Microsoft System certifed Associate (MCSA)- Online*
- *Cisco certified network associate (CCNA) - Local*
- *COMPTIA A+(Hardware) – Local course*
- *Diploma in English language (DEL)*
- *Graduated from High School.*



HOBBIES

Reading books