Sohayl Samim

Personal Info

Phone
425-772-5709

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LinkedIn
www.linkedin.com/in/sohayl-samim

Skills

Technical and Interpersonal Communication

Active Directory

Customer Satisfaction

Desktop Support

Data Migration

Help Desk Environment

Windows Troubleshooting

Mobile Troubleshooting

Time Management

Software

Microsoft Office

SCCM

ServiceNow

IT professional who strengthens business models by adapting and driving IT strategy to corporate vision. Proven track record of identifying and developing solutions to complex IT problems while maintaining focus on achieving bottom-line results by formulating and implementing advanced technology to meet a diversity of needs in a changing environment. Lifelong learner with a constant desire and motivation to expand professional knowledge to stay up to date on industry standards. Ensuring the streamlined operations of client through scope and objective development; preliminary project planning and design; and the determination of resources and timelines.

Experience

2019-08 - 2020-02

CTS Support
Premera Blue Cross
- Installed and configured computer hardware, software, systems, networks, printers and scanners
- Deployed Windows updates and Windows 10 images through SCCM
- Migrated over 500+ desktops and laptops to Win10 from Windows 7 (Remotely and On-Site)
- Monitored and maintained computer systems and networks through SCCM
- Responded in a timely manner to service requests and incidents via ServiceNow
- Provided technical support across the company (via email and in person)
- Installed and Configured Microsoft Office Products (Teams, Outlook, O365)
- Accepted responsibility and lead peers by conduct and example in work correlated with technology support, maintenance, operation and administration of business applications, systems, networks, and personal productivity devices and network appliances.

2018-12 - 2019-08

Advanced Repair Agent
Geek Squad
- Perform diagnostics and navigate requested and recommended repairs on Mac's and PC's in a timely fashion
- Replaced internal hardware components and install operating systems per client request
- Checked inventory daily to ensure proper functionality of precinct.
- Phone and in-person contact with clients to reveal diagnostic discoveries and make recommendations for protecting and defending client devices
- Partner with other team members to ensure proper documentation of client requests
- Repair Apple products such as iPhones and iPods.

2017-04 - 2018-04

IT Support II
Snohomish County IT
- Applied standard trouble-shooting tools to resolve problems related to technology support, maintenance of PC/laptop/tablets, printers and other end-point devices operating in the client/user work environment.
- Recorded events reported to the Service Desk related to customer problems, issues, and Service Requests in a standard Information Services Incident/Request tracking system. Creates knowledge-based articles to facilitate knowledge transfer when appropriate.
- Performed basic user administration tasks related to USER ID's, e-mail, voicemail, file security and applications as assigned. Ran production jobs as required by customers.
- Performed low level tasks relating to IT-device deployment and configuration for which specific instructions are provided.

- Accepted responsibility and lead peers by conduct and example in work correlated with technology support, maintenance, operation and administration of business applications, systems, networks, and personal productivity devices and network appliances.
- Interpreted task assignments from standard project plans and direct assignments, met assigned deadlines in projects that incorporate technology support, maintenance, and operation of devices operating in the user's environment. Closely supervised, followed a variety of written and oral instructions and specialized procedures.
- Routinely applied general knowledge and familiarity with information technology to deliver work in support of continuous delivery of services in the area of technology support.

Desktop Support Technician
2016-11 -
2017-04

Dell/Boeing

- Engaged with customers to troubleshoot their devices.
- Used HP Service Manager to manage tickets.
- Installed Wireless Suitcases for customer walks on new airplanes.
- Serviced all Dell devices on Boeing property.
- Assisted colleagues in completing tickets
- Kept and organized a professional environment to ensure client information is not misplaced.
- Fostered a positive work environment by consistently treating all employees and customers with respect and consideration.
- Teamed with other IT Departments in completing services requested by Boeing.

Consultation Agent
2015-09 -
2016-11

Geek Squad

- Engaged with clients to troubleshoot their devices.
- Handled all customer relations issues in a gracious manner and in accordance with company policies.
- Answered phone calls and call clients to report status updates of their units.
- Gave demonstration of repairs done on client's computers following company policies.
- Troubleshooted and repair client's computers.
- Preformed PC setups to client's satisfactions.
- Preformed transactions using P.O.S systems.
- Kept and organized and professional environment to ensure client information is not misplaced.
- Assisted other sales departments with sales if understaffed.
- Fostered a positive work environment by consistently treating all employees and customers with respect and consideration.

Student Ambassador
2014-01 -
2015-06

Everett Community College

- Completed all point of sale opening and closing procedures, including counting the contents of the cash register.
- Handled all customer relations issues in a gracious manner and in accordance with company policies.
- Fostered a positive work environment by consistently treating all employees and customers with respect and consideration.
- Answered customer telephone calls promptly and in an appropriate manner.
- Conducted campus tours for new students, schools and guests.

- Assisted with duties and tasks related to events put on by various Everett Community College departments.
- Worked with diverse populations and provide tips on being a successful student.
- Maintained service areas appearance and professionalism.

Education

2016-01 - present

Central Washington University
- Currently pursuing Bachelor's Degree in Information Technology & Administrative Management, specializing in Cyber-Security.
- Classes are all online, and does not impede with my work schedule.
- Graduating in June 2021.

2013-09 - 2015-06

Everett Community College
- Associates in Arts & Sciences while focusing on Computer Science.

2011-09 - 2013-06

Sno-Isle Tech Skill Center
- Attended the Computer, Servers & Networking Class in which I had obtained my Comptia A+ Certification.
- Tech support for the whole campus, troubleshooting printers and other peripherals.

Certificates

2019-05   Apple Certified Technician

2013-03   Comptia A+ (Expired)