Ziya Hosseinzadeh
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SUMMARY

Solution-oriented professional with 9+ years of experience in IT Help Desk Technician. Expertise include technical support, system implementation, network troubleshooting while overseeing administrative processes and communications. Possesses successful track record of streamlining operational workflows while generating fierce loyalty within work environments.

SKILLS & QUALIFICATIONS

Core Competencies: Server and Desktop Management (Windows Server 2008R2, Windows 10, MAC,) Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Utilities Active Directory, DNS, DHCP, PPTP, L2TP.
Personal: Detail-Oriented, Team Leader, Problem Solver, Organized, Resilient and Adaptable in Fast-Paced Environments.
Languages: Fluent in English and Farsi

PROFESSIONAL EXPERIENCE

IT Desktop Technician
UCLA Health / Los Angeles, CA / May 2019 –August 2020

Deployment Windows 10 image via SCCM and MDT.
Provide Desktop and laptop support for system refresh project, backing up user's profile and Migration to new machines.
Adding Printer via the Print Server and Creating Network Map Drive in Windows 10.
Installed Cisco SIP IP Phone Software for VOIP system such as Caller-ID, Call Hold,
using ServiceNow as a Ticketing System and Established remote connectivity using Log Me In.

IT Help Desk Technician II
NetcompUSA / Los Angeles, CA / Mar 2017 – Mar 2019

Build, configure, and install Windows desktop, Notebook, and PC.
Eliminated tape backups of NAS data by configuring Sync to replicate primary servers to secondary(s), decreasing operating costs and allowing users to be able to instantly restore data, improving efficiency and customer satisfaction.
Troubleshooting, in person, by phone and/or email, regarding software and hardware questions, issues, problems and failures with workstations, personal computers, related hardware and software.
Configuring and troubleshooting all network LAN/WAN/WLAN related issues, including VLANs, Routers, Switches, AP, VPN.
Maintain and support Office 365 Enterprise.

IT Support Engineer
Monaco Qeshm / Tehran, Iran / Dec 2014 – Jun 2016

Implemented Wireless Network with Mikrotik Radio in order to streamline connectivity across 2 office locations.
Created and maintained email addresses and distribution lists in MS Exchange.
Provided support and maintenance of Microsoft Office Outlook Web Access and Microsoft Office Outlook E-mail, Calendaring & Scheduling.
Added Windows 2008R2 servers and Windows XP, 7, 8.1 desktops to the domain through Active Directory (AD).
Developed organizational units in Active Directory (AD) and managed user security with group policies.

IT Help Desk
Scetiran / Tehran, Iran / Mar 2011 – Jun 2014

Provided troubleshooting for user workstations, peripherals, network printers/scanners, and cellular devices.
Provided software troubleshooting and administration for proprietary software as well as Microsoft Office, Outlook 2007, Windows 7, Internet Explorer, and Adobe.
Provided customer service to a network of 1000 users as well as users in other Enterprise networks.

EDUCATION & CERTIFICATIONS

University of Zanjan, Iran | 2010
Bachelor of Information Technology
CompTIA Security Sy 0-501 | 2020
MCITP Windows Server 2008R2 2014
Cisco CCNA | 2013