SAEID(SID) JAVAHERIAN

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Professional Profile

Dependable and goal-oriented IT Support Technician with 5+ years of experience maintaining in-house IT systems and providing comprehensive customer support. Experienced and knowledgeable of current IT technologies and various networking systems.

Summary of Qualifications

- ability to perform efficient, timely, reliable and courteous service to customers, and Ability to effectively present information.
- Excellent written and verbal communication skills.
- Strong organizational and analytical skills.
- Ability to calculate intermediate figures such as percentages, discounts, and/or commissions. Conducts basic financial analysis.
- Ability to comprehend, analyze, and interpret documents. Ability to solve problems involving several options in situations. Requires intermediate analytical and quantitative skills.
- Administrative skills (admin tools to grant access to users, Database skills, using Excel files, and knowledge of track and trace flow for packages).
- Networking skills (ability to read and understanding wiring diagrams, cable management, network communications and protocols, and Windows (Client and Server)).
- Programming experience, and Network+ plus A+ certifications.

Experience

IT Services Specialist, Sari Bilgisayar, Eskisehir-TR, July 2013- Oct 2016

- Provideing technical support and assistance to clients and businesses regarding hardware and software issues.
- Modify, clean, install and repair computer systems and hardware.
- Ensure that Internet security software is updated and running properly.
- Maintain computer equipment and software to ensure secure and efficient operations.
- Repair computer hardware and servers as required.
- Test and implement new software programs for the company.
- H.D.D Image and Recovery, Virus and Malware scan, and perform system security.

Tech- L1 Depot II, SMS infoComm, Grapevine-TX, Feb 2017- June 2017
- Take apart and re-assemble computer components and parts.
- Resolve hardware technical issues within time schedule and provide the break and fix solution using an in-house system
- Manually set up computer systems and hardware and install or re-install software programs for computer users.
- Troubleshooting, Recovery, Imaging, BIOS Upgrade, ….

- Working with different models of all major computer/electronics manufacturers.

Field-Operation Technician, Spectrum-TX, Jul 2017 – May 2019

- Traveling to customers' homes to install cable, internet, and/or phone services.
- Communicating with customers to determine issues with customer services.
- Troubleshooting and diagnosing issues with services at customer homes.
- Manage all on-site installation, repair, maintenance, and test tasks. Diagnose errors or technical problems and determine proper solutions.

Computer Programmer, Hiberd, Tehran-IR, Jan 2007- Dec 2011

- Coding and debugging.
- Designing and testing computer structures.
- Troubleshooting system errors.
- Writing computer instructions.
- Managing database systems.
- Maintaining operating systems.
- Profiling and analyzing algorithms.

Business System Analyst, Heher Rayaneh, Tehran-IR, Jan 2002 – Dec 2004

- Analyze current business processes and make recommendations for improvement
- Improve training and operational procedures to increase productivity
- Work with clients to understand requirements
- Create and present reports to executive team members and shareholders to support recommendations
- Oversee implementation of projects from inception to completion
- Use a variety of data analysis and organizational tools to uncover insights
- Interacting with clients, both internal and external, to supply basic information.

Education

- Master of Software Engineering, University of Science and Technology, Tehran-IR, 2007
- B.S. Software Engineering, Arak University, Markazi-IR, 2004

Certificate

- Computer Networking (Microsoft)- 2020
- Network+ (Institute of Technology)- 2006
- A+ (Institute of Technology)- 2006
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- Cloud+(CompTIA)- 2020
- Python Programming (Microsoft)- 2020