Hassib Noori

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TECHNICAL SUMMARY

- Help Desk experience supporting customers by phone, email, chat, or remotely
- Experience using VMware/Air Watch/ Agent App platform for IOS Devices
- Knowledge of using VHQ (Verifone Customer Terminal) Platform
- Experience with Meraki Dashboard, Router and Switches
- Experience using Epicore Retail Platform, and Eagle software system for dental practices
- Experience using Eyefinity Practice Management and EHHR for vision services
- Experience using SalesForce, ServiceNow and Auto Task ticketing system
- Knowledge of using Axper traffic counts and CCTV Security Cameras
- Experience working with users to troubleshoot and resolve hardware/software/phone/network issues.
- Experience working with vendors and other support resources to resolve issues
- Familiarity with networking - TCP/IP, Ethernet, Wi-Fi, Linux OS and Servers
- Familiarity with Java, Python, Java scripts, HTML5 and CSS
- Windows Active Directory, DHCP and DNS
- Microsoft Office 2016: Word, Excel, Access, and PowerPoint
- Office 365 Outlook, Web Apps, and OneDrive, Visio
- Experience with cloud AWS client migration
- Programming language experience with Java, JavaScript, Python, C++ and SQL
- Experience troubleshooting Medical Eaglesoft, Dexix, Dentrix, Intraoral Cameras, X-Ray Machines
- Bilingual and fluently speaking and writing English, Dari, Pashto, Urdu, French and Indian

EDUCATION & PROFESSIONAL DEVELOPMENT

Southern New Hampshire university (SNHU)
Computer Science (BS) - Software Engineering
Expected graduation Date: April 2021

MTI College, Sacramento, California
Associate Degree in Business administration, Marketing and project Management   2018

MTI College, Sacramento, California
Diploma in Information Technology (IT)   1 January 2017

PROFESSIONAL EXPERIENCE

Blueshield of California, El Dorado Hills, CA   April 1, 2020–Present
Technical Support Specialist

- Responsible for the remote support to users with technical problems and information technology issues involving personal computers and network services in an advanced network environment, that includes Windows servers (Active Directory, Group Policy), cloud platforms such as Azure, AWS, Office 365, DHCP, DNS, VPN
- Provides support (via telephone and chat), diagnostics and troubleshooting of computers, network services and related peripherals to local and remote access users.
- Provides end-user support and general training in the use of various software packages and in-house developed software.
- Provides ticket status updates and metric reports to management.
- Develops, documents, implements and audits standard operating procedures and customer service guidelines relating to Service Desk IT support.

Eyefinity Inc/ VSP, Rancho Cordova, CA   October 1, 2018–April 1, 2020
Software Support Representative
- Receives tracks, responds and resolves Eyefinity Practice Management (EPM) and EEHR Customer Care calls.
- Provides training and support for simple to complex technical issues related to Eyefinity Practice Management (EPM) and Electronic Health Records (EHR) Enterprise software.
- Identifies technical issues through problem duplication and manipulation of customer data to provide details to the Eyefinity practice Management(EPM) /Eyefinity Electronic health records (EEHR)development team for product correction and improvement.
- Utilizes multiple hardware and software tools to troubleshoot a variety of issues related to printers, servers, bridge issues between EEHR and EPM.
- Documents and/or logs all calls, records all activity and communications regarding incidents and problems in SalesForce ticketing system
- Maintains all defined service standards. Follows support processes and assists in the development of support procedures and documentation to provide consistent and reliable support and excellent customer service.
- Assist in creating knowledge base articles
- Performs other related duties including projects, support, training and communication activities as assigned by management. Maintains current knowledge of the EPM and EHR software

PROFESSIONAL EXPERIENCE

Gap Inc, Rocklin, CA   **June 1, 2017–September 2018**
Store Support Analyst

- Installing network and computer systems
- Primarily responsible providing technical support of Gap Inc, Old Navy, Banana Republic and Athleta stores in North America and Europe. This position i provide support on computers, software/Office 365, printers, phones, meeting rooms for staff working in over 3,000 locations, production, warehouses and from home offices.
- Maintaining, repairing and upgrading network and computer systems
- Diagnosing and fixing problems or potential problems with the network and its hardware, software and systems
- Troubleshooting and maintaining IPOD, IPHONE, and IPAD devices on Air Watch/Agent App
- Provided 2nd level technical support via telephone, chat, email, and remotely
- Performed impact assessment and troubleshooting according to established procedures
- Document user issues/requests in the service now Ticketing System
- Troubleshoot store traffic counts, transaction process on POS, Omni devices, store security cameras, and using Air Watch to troubleshooting and check IOS device status and firmware.

Techworks Inc, Sacramento, CA   **Jan 2017–June 25, 2017**
Technical Support

- Maintaining, repairing and upgrading network and computer systems
- Diagnosing and fixing problems or potential problems with the network and its hardware, software and systems
- Monitoring network and systems to improve performance
- Provided level 1 technical support via telephone, chat, email, and remotely
- Performed impact assessment and troubleshooting according to established procedures
- Provide Desktop support for more than 100 Dental offices and retail stores in Sacramento and Bay Area
- Take first level incident/problem tickets received via telephone, voicemail, e-mail, and from walk-up customers, correctly triaging, categorizing and prioritizing each
- Document user issues/requests in the AutoTask Ticketing System

ACE Hardware, Sacramento, CA   **January 2015– Jan 2017**
IT Manager

- Diagnose and resolve nonrecurring problems associated with application software and operating systems; determine the source of problems and classify their level, priority and nature
- Built and deployed Ghost imaged desktops and laptops, monitors, scanners and printers, and other computer peripherals
- Troubleshoot office and front desk POS computers using Epicore Eagle soft platform
- Training employees with Microsoft retail management system, Epicore software and Eagle retail software
- Provided desktop support for the Sacramento (4 offices, over 300 users)
- Managed and administered all Windows 2K/XP/Vista systems and provided peripheral installation and support
- Worked with software and data transfer of old PC's to new desktop or laptop systems

State Corps Inc   **January 2011– September 2013**
Contracts Manager
- Providing Non-disclosure agreements, purchasing agreements, sub-contracts agreements, licensing agreements, and review of customer proposed terms and conditions
- Managing, Writing and signing Subcontractors teaming agreements for U.S Army Corps of Engineers (USACE) projects in Bahrain, Qatar and Afghanistan
- Creating subcontractors database
- Traveling to Qatar, Bahrain, Djibouti, Kuwait and Afghanistan for project modifications, monthly meetings with clients, market re-search, negotiations, CR Process, office setup and subcontractors control
- Record, manage and maintain all the company's signed contracts issued to customers and received from suppliers
- Coordinating all proposals performance bond/payment bonds with federally insured surety companies

United Infrastructure Projects (UIP),   **May 2008– Jan 2011**
Contract Officer
- Providing Non-disclosure agreements, purchasing agreements, sub-contracts agreements, licensing agreements, and review of customer proposed terms and conditions
- Writing, signing Subcontractors teaming agreements for U.S DOD projects in Bahrain, Qatar and Afghanistan
- Creating subcontractors database
- Writing construction proposals, REAs and DBA policies