

Mohammad Najjar

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Objective

A motivated Network Specialist seeking a challenging position where strong analytical and technical skills will add value to operations.

Experience

EMR CPR LLC, Fremont, CA

6/2017 - 9/2017

IT Desktop Relocation Technician

- Worked at EMR-CPR client sites such as LinkedIn and Symantec doing desktop and server migration for over 1,000 users in multiple locations.

Promedica Hospital, Toledo, OH

3/2016 - 5/2016

PC Deployment Technician (Contract through iFuse Solutions)

10/2016 – 1/2017

Key member of team of contractors that performed upgrades and installations of PC's, printers and peripherals as part of the EMR upgrades in multiple facilities in Toledo area. Qualified through intensive training on procedures and potential troubleshooting issues.

- Personally responsible for equipment deployment, from installation through testing.
- Team consistently completed multiple projects under budget and in less time than planned.
- Team was recognized by technology manager and client as "efficient, friendly and professional".
- Worked multiple engagements / sites and promoted to Team Lead for remote hospital upgrade.

G2000 INC, Toledo, OH

2/2015 - 5/2015

Server Administrator

- Manage Windows Server user accounts and their privileges, and software troubleshooting including MS Exchange and Office 365.
- Implement and execute software and hardware failover protocols.
- Monitor server activity and perform server backups.

Owens Community College, Toledo, OH

1/2012 - 5/2015

IT Help Desk

- Issue and update tickets pertaining to software and hardware problems through the help desk database, and troubleshoot those issues.
- Update knowledge base, FAQs and documentation highlighting problems and resolutions.
- Support multiple networked computer labs as required.

Education

- Associate of Applied Business, Networking and Information Systems Support, Owens Community College, Toledo, OH (June 2014).

Computer Skills

- Certificates: A+ Certified, TestOut Pro, and Network Administration Certificate.
- Software: Office 2013.
- Operating Systems: Windows Server 2008, Windows 7, and Windows XP.