

# AMED ZEIN

**Support Engineer**

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**Tel: (626)244-8779**

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Competent Support Engineer with a proven track record of providing Systems Administration and Helpdesk support. Extensive experience of working in the front-line helping clients and colleagues resolve complex technical IT issues.

Possessing excellent client facing skills, natural problem solving and analytical skills and able to contribute to the development of best practice, procedures and policies within a company. Currently looking for a suitable IT support position with an ambitious company or organization.

## EXPERIENCE

March 2019-January 2020

### MICROSOFT SUPPORT ENGINEER – WINDOWS USER EXPERIENCE

#### Responsibilities

- Part of the Windows User Experience (UEX) Level 3 Premier support department which is in charge of supporting all windows related issues that other departments within the organization were not able to resolve. Our main goal was to provide the best experience possible to our customers.
- Scope customer's issues by collecting the relevant facts and investigate the problem by **doing** our own research and by involving other teams as needed.
- Consult and collaborate with our immediate peers or colleagues around the world, to resolve service issues.
- Act internally as a customer advocate.
- Empower customers to find information, self-solve when they decide to, and learn more about Microsoft products, services and support.
- Advise customers on how to gain additional value from their Microsoft products.
- Document our technical work and research to help our colleagues, improve the product, and improve the support experience.

## Microsoft Technical Skills

- Windows Server (2012, 2016, 2019)
  - A. Server Migration
  - B. Server Management & Monitoring
  - C. Virtualization
  - D. Windows Virtual Desktop (WVD)
  - E. Basic Scripting
  - F. CAL management
  - G. IIS
  - H. Windows firewalls
  - I. Backup & Updates
- Remote Desktop Connections Deployment & Troubleshooting
  - A. RDS Gateways & Brokers
  - B. Licensing
  - C. Web Access
  - D. RDS HA
- Azure Virtual machines Deployment & Troubleshooting.
- Network Policy Servers (NPS)
- MFA Integration & Support
- PowerShell (Intermediate)
- Windows Push Notification Service (WNS)
- Active Directory Management & Troubleshooting

SEPT 2017- AUGUST 2018

## **INFRASTRUCTURE ANALYST, UST GLOBAL (CONTRACTOR)**

### **PROJECTS**

#### **Telefonica USA**

- Active Directory administration (OUS, Security Groups, GPO)
- System automation through WSUS & SCCM
- Office 365 Administration
- Mobile Devices support
- Equipment Inventory
- Processes Audit
- Windows Server Administration

#### **Experian CR**

##### **Active Directory Administrator**

- Manage organizational units in Active Directory (AD) and managed user security with group policies.
- Created/modified user account, security groups, and distribution list to protect company proprietary information.
- Run security Audit reports to ensure correct policies and permissions were applied to local users to comply with the company's security standards
- Software Testing
- Handled user account transfers from one field site to another moving client data to different servers, to ensure user accessibility.

## **JANUARY 2017- JULY 2017**

### **IT HELPDESK, SMILE DIRECT CLUB**

- Managed User Accounts on WindowsNT and UNIX Platform (Creation, Deletion, Permissions, and VPN Access).
- Developed organizational units in Active Directory (AD) and managed user security with group policies.
- Created and maintained email addresses and distribution lists.
- Created/modified user account, security groups, and distribution list to protect company proprietary information.
- Handled user account transfers from one field site to another moving client data to different servers, to ensure user accessibility
- Supported 200 + end users /Multiple Locations in a Windows 7/10 environment
- Onsite Support (Local & Remote)
- Software Installation & Testing (Windows & IOS)
- Hardware Repair & Setup (PC, Printers, Laptops, Phones, Access Points)
- Audio & Video Installations (Projectors, TV, Security Cameras)
- Mobile Devices (Android, iPhone, iPad)
- Contact Center tools (LiveOps & In contact)
- Facilities Administration
- Inventory Control

## **APRIL 2013 –MAY 2016**

### **SUPPORT SPECIALIST, ROGERS SOFTWARE DEVELOPMENT (REMOTE)**

- POS system support (Phone & Remote Support)
- Hardware Installation & Support (PC, Printers, Laptops)
- Windows OS support
- MySQL management & Support
- Apache server support
- Remote Online Support

## EDUCATION

- High School Diploma
- IT Essentials (Technical Degree)
- Multiple On Job Trainings

## PERSONAL SKILLS

- Systemic thinking
- Problem solving
- Planning & Organization
- Self-taught
- Analytical thinking
- Fast Learning
- Customer service skills
- Leadership

## TECHNICAL SKILLS

- Desktop & Notebook Support (Onsite & Remote)
- Testing and evaluating new technology
- Windows OS
- Mac OS
- Diagnosing Hardware & Software faults
- Hardware Installation & Configuration
- Windows Server (2008, 2012, 2016)
- Linux
- Virtualization

## LANGUAGES

- English
- Spanish

**Work Authorization:** US Citizen