
Zabiullah Azizi

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PROFESSIONAL SUMMARY

As an IT professional I have learned IT skills with outstanding experience and worked in various organizations; I have completed MCSE, MCITP, CCNA and some other IT essential courses and having more than Six years of professional experience in the field of IT during these years I have come over with various IT issues. I can assist in the maintenance of systems and equipment by carrying out routine tasks, such as backing up data Monitoring, network and systems, servers and peripherals, running systems diagnostics, patch Management and system optimization, removing viruses and bad sectors, I can also assist in the deployment/dissemination of standard materials, such as computer hardware and Networking, Office package and training materials for stuffs. I can perform all IT related activities.

SKILLS

- ✕ Extensive experience with Microsoft products such as windows Operating systems and Microsoft Office.
- ✕ Proficient working with computer hardware desktop and laptop.
- ✕ User Training/Support
- ✕ Customer Service
- ✕ Complaint Handling
- ✕ Cisco Device Routing and Switching
- ✕ Excellent Troubleshooting Skills
- ✕ Mac OS Troubleshooting
- ✕ Linux Troubleshooting
- ✕ Types of formatting.
- ✕ Recovery of data ETC...
- ✕ Language skills: English, Persian, Pashto, Urdu,

WORK HISTORY

IT Operation-after support-End user, March 2020-July 2020 (Contract)

Mobile Integration Work Group (MIW) Kaiser Permanente, Seattle WA, USA

- ✕ Installed and troubleshoot Windows operating systems (Windows XP, Vista, 7 and 10)
- ✕ Helping SH's with their Mac OS X, like installing software, image and connecting to the network.
- ✕ Migrating Stockholders computer from windows 7 to windows 10 by using AppOS of KP.
- ✕ Image troubleshoot and configuring Hyper-V
- ✕ Providing both Tier I/II support via face-to-face, remote desktop and on call for customers.
- ✕ Imaging and installing new and used desktops and laptops using App OS/ pushing App-V.
- ✕ Working with Infoblox to reserve IP, change the hostnames of machines
- ✕ Work with each client to ensure the checklist items are completed and the laptops and desktop are issue-free.
- ✕ Using Service-now ticketing system to create escalate and resolve client's issues.
- ✕ Update and reimaging and troubleshoot SAW machines
- ✕ Monitor incoming customer technical service requests via email, phone, and ticketing system software.
- ✕ Providing face-to-face technical customer support to end-user on their business-critical systems.
- ✕ Helping End users and diagnose, resolve hardware and software issues
- ✕ Troubleshoot and resolve customer technical issues relating to WAN and LAN connectivity.
- ✕ Imaging and installing KP workstations, Kiosk and shared Computers using Infoblox and AppOS.
- ✕ Solving problems with hardware, printers, Faxes, software, and mobile telephony devices along with superb customer service skills.
- ✕ Troubleshooting and installing Office 365, 2016.
- ✕ Fixing issues of Kiosk, label printers, EPIC, I payment, Kronos, LIS, Q-flows...etc.
- ✕ High level knowledge of Active Directory for resetting passwords, unlocking accounts, checking permission groups to see if an end-User has access to a resource.
- ✕ Provide technical support for back-up and disaster recovery solutions.
- ✕ Log and track all technical support interactions into the ticketing
- ✕ Provide project support on professional service projects as requested.
- ✕ Maintain customer documentation.
- ✕ Assisting customers with system installations, applications installs, password resets while on-site.
- ✕ New users' installations including applications, PC, computer peripherals, devices, and email etc.

IT Service Desk Support Technician, Dec 2018-Nov 2019

Zohak Technology, MOD, Kabul, Afghanistan

- ✗ Installing and configuring computer hardware, software, systems, networks, printers and scanners
- ✗ Monitoring and maintaining computer systems and networks
- ✗ Troubleshoot and resolve hardware, software and network issues
- ✗ Network and local printer supporting software, network connectivity and hardware as well as vendor communication
- ✗ Responsible for creating/updating process and procedural documentation for both new and existing technologies in the Service Desk Knowledge.
- ✗ Image and configure MAC computers
- ✗ Provide desk side support to executive and customer base including hardware, software and network connectivity
- ✗ Provide remote office queue support. Strong Remote Support Skills.
- ✗ Support and troubleshoot windows 7
- ✗ Installation, configuration and maintenance of windows, hardware and software.
- ✗ Desktop and laptop installation, configuration and upgrades
- ✗ MS Office, MS Outlook and Microsoft Products
- ✗ Troubleshoot connectivity issues, network issues and Display issues,
- ✗ Break fix/Troubleshooting skills.
- ✗ Assist with onboarding of new users
- ✗ Ensure each workstation has a computer, monitor, keyboard, mouse, hard drive, and any additional
- ✗ Specialized equipment's
- ✗ Install, test and configure new workstations, peripheral equipment and software
- ✗ Maintain inventory of all equipment, software and software licenses
- ✗ Collaborated with other Help Desk Support team member to ensure technical issues were resolved at the most efficient way possible For end user issues.
- ✗ Responding in a timely manner to service issues and requests
- ✗ Providing Desktop support across the company (this may be in person or over the phone)
- ✗ Setting up accounts for new users & retaining of customer care
- ✗ Repairing and replacing equipment as necessary
- ✗ Walk colleagues or clients through steps to help in technical issues

IT Service Desk Support Technician, Jan 2014-Dec 2018

Global Technology, MOD, Kabul, Afghanistan

- ✗ Manage and Maintain Domain System, File Server, DHCP Server and Print Server to enhance end-User's productivity and Provide central environment for managing User, computers, policies, files, IP address and provide training for office staff on Using computer and applications
- ✗ Installed and Configured Windows deployment server and imaged office computers
- ✗ Solving daily technical issues related to Operating systems, printers and office products and taking backup of files and emails and Weekly basis or based on supervisor advice.
- ✗ Installing printers and application based on need of departments.
- ✗ Inventory of all hardware and software
- ✗ Repair and maintain various telephone systems,
- ✗ Verify services by testing circuits and equipment while identifying, correcting, and escalating any issues
- ✗ Solving issue by ticketing system OTRS/ Footprints

Rewards:

Certificate of Appreciation from MOD NOC Afghanistan

Certificate of Appreciation from Global Technology

Certificate of Appreciation from Zohak Technology

EDUCATION

- ✗ Windows 7 Configuration Microsoft Certified Technology Specialist.
- ✗ MCP 2012 (Microsoft Certified Professional)
- ✗ MCSA 2012 (Microsoft certified Solutions Associate)
- ✗ MCSE 2012 (Microsoft Certified Solutions Expert)
- ✗ Bachelor of computer science (BCS), Nov 2016-Nov 2019 in Maryam University, Kabul Afghanistan.