

ALI SAIYED

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HELP DESK SUPPORT

Recent network and communication management graduate with over two years of experience in desktop support. Strong customer service skills and ability to use ticketing systems. Exceptional at troubleshooting, routing protocols, and complicated LAN/WAN infrastructure.

- Ticketing System
- Software Repair
- Configure & Troubleshooting
- Active Directory
- Networking Protocols
- Group Policy
- Troubleshooting
- VOIP
- TCP/IP

TECHNICAL SKILLS

Ticketing Systems: JIRA &, ServiceNow

Operating Systems: Linux, Windows 10/ 8.1/ 7 /Vista/XP/NT/2003, MS DOS, IOS, Bash

Software: Cisco, Office 365, SharePoint and G-suite, Cloud and Microsoft: - Office 365, AWS, Active DNS, AD, Project, Exchange, Teams, Skype, OneDrive, Polycom. Authenticator.

Server(s): Windows

EDUCATION, TRAINING, & CERTIFICATION

DeVry University San Francisco, CA

Bachelor of Science in Network & Communication Management (August, 2019)

City College of San Francisco San Francisco, CA

General Education

- Certificate: A+, N+ from IIHT
- Certified trainee: CCNA, MCSA

DESKTOP SUPPORT EXPERIENCE

Sayang Holidays (Travel Agency) San Francisco, CA

IT Support Assistant 04/2014 - 07/2016

- Provided troubleshooting and repair IT support for printers, hardware, software, and website issue
- Completed troubleshooting on node failure and MACD request in CUCM, Untiy.
- Updated travel information on website
- Assisted with client network monitoring and management support; worked at Network Operations Center.
- Exposure with Cisco Routers and Switches
 - Worked at Network Operation Center under guidance of service delivery managers and supervisors.
- Created, assemble and wrote annual reports on WAN/LAN issues occurred.

ADDITIONAL EXPERIENCE

CVS Branch and Corporate

Intern as a Network Administrator (CVS) 05/2017 – 2019

- Support a large and highly complex multi-vendor network environment, responsible for network support, maintenance and administration of network management systems (NMS) for a large global multivendor network. Duties and responsibilities include but were not limited to.

Field Service Technician (CVS) 07/2019 – Present

- Follow all of the company's procedures
- Create reports of the customers they serviced that day
- Installing, diagnosing and solving retail equipment
- Equipment includes POS (point of sale) registers, thermal printers, printers, scanners, servers, PCs
- Meet all of the appointments in a given day

Operations Manager (CVS) 03/2017 – 05/2019

- Overall store management, supervision, and policy implementation
- Sales and inventory management
- Employee staffing, training, and development
- Financial management
- Customer service leadership

Shift Supervisor (CVS) 05/2015 – 03/2017

- Handled all customer relations issues in accordance with company policy and promote a positive shopping experience for all CVS customers.
- Assisted customers with their questions, problems and complaints
- Supervised the store's crew through assigning, directing and following up of all activities
- Communicated information both to and from store management and staff
- Promote CVS customer service

S.F. District After School Program San Francisco, CA

Recreation director/Youth aide 08/2010 - 05/2013

- Tutored elementary students on daily homework assignments
- Assisted teachers in various office duties such as phone calls
- Answered Photocopied and collect documents
- Coordinated parent/teacher/staff meetings and customer service.