

AHMAD SARWARI

(408)797-9159 | ssarwari742@gmail.com

Education

Ohlone College, Fremont, CA

Currently pursuing Smart Manufacturing Technology, Certificate of Achievement

- Related courses completed: Introduction to Engineering, IIoT-Industrial Internet of Things, Industrial Safety

IT Service and Support Technician Certificate – Dec 2020

- CompTIA A+, Introduction to Python, Introduction to Linux and Microsoft Windows Installation and Configuration

Skills

- Microsoft Windows installation and configuration
- Installation, configuration and maintenance and support of printers
- Computer Hardware System & Components installation, upgrade and repair
- Technical computer support and troubleshooting of computer hardware and software
- Basic network switching and routing concepts
- Mobile, Linux and macOS Operating Systems
- Familiarity with Python programming, and Linux command line
- Knowledge of virtualization solutions and cloud computing
- Escalate complex problems that cannot be resolved, assure resolution
- Customer service skills, including diplomatically, patiently, and successfully handling complaints, problems, questions, conflict, and suggestions
- Languages: English, French, Russian and Persian

Experience

Self-Employed, 2010 - 2020

Worked with numerous companies to provide transportation logistics. Services included the import and export of goods, and a myriad interaction with customers to provide the best transport services through Port of Oakland and throughout California

Volunteer, Jan 2020– Mar 2020

Vita Volunteer Income Tax Assistance

Trained and assisted low-income families in Fremont, Union city, and Newark Tri-City area in tax forms and filing