SAMIM NOORI

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PROFESSIONAL SUMMARY

I have worked as IT Support and Network Administrator for Afghanistan ministry of defense (MOD NOC), Afghanistan Ministry of Interior (MOI NOC/JOC) and Afghan National Army (ANA) over the country under direct supervision of NATO Training Mission in Afghanistan (NTM-A) and US army technical advisors,
I am currently working as IT Operation-After Support End user- MIW- Kaiser Permanente

SKILLS

- Effectively handles multiple tasks simultaneously
- Technical Troubleshooting
- Hardware Configurations
- Hardware and Software Installation
- LAN Connectivity Cabling
- Problem Diagnosis
- Phone & Online Support
- Client and Server Operating Systems (Windows XP, Vista, 7, 8, 10, Server 2003, 2008, 2012
- Preventive Maintenance
- User Training/Support
- Customer Service
- Complaint Handling
- Cisco Device Routing and Switching
- Excellent Troubleshooting Skills
- Mac OS Troubleshooting
- Linux Troubleshooting
- Language skills: English, Persian, Pashto, Urdu,

WORK HISTORY

IT Operation-after support-End user

Mobile Integration Work Group (MIW) Kaiser Permanente (04/15/19 to Present) Contract

- Migrating KP PC's from windows 7 to windows 10
- 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 Office 365, 2016, and 2010 deployment and troubleshooting
- Troubleshoot and solving the issue of medical equipment's and apps
- 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.
- Providing both Tier I /II support via ticketing systems face-to-face and on call for customers.

IT Help Desk Support, 11/2013 to 05/2016

Global Technology, Ministry of Defense – 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

Network Administrator, 06/2016 to 12/2017

Global Technology, Ministry of Defense – Kabul, Afghanistan

- Configuration and installation of Cisco switches routers and VOIP Phones. Wi-Fi Devices

- Design Network Diagram of MOD Sites.

- Monitored daily company-wide trouble ticket queues.

- Reviewed logs for all networking devices for unresolved abnormalities and problems.

- Troubleshot and maintained all networking devices and infrastructure across the enterprise including Switches and Routers Cisco Phones Cabling issue

- Communicated with vendors to resolve network outages and periods of reduced performance.

- Documented all server and network problems and other unusual events in detail.

Rewards:
Certificate of Appreciation from MOD NOC Afghanistan
Certificate of Appreciation from Global Technology
Certificate of Appreciation from Oak Grove Technology Special Force Group Yakima Training Center WA in January 2018

EDUCATION

MCP, MCSA Certification
CCNA Certification

Reference:

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Farzudin Ulfati was my Leader in Ministry of Defense Kabul Afghanistan