EHSAN PIRJAMAAT

Born: 09/19/1989

Cell. No: (949)2441317

Address: 27321 Rosecrest Cir Mission Viejo CA 92692

E-mail: e.pirjamaat@gmail.com

Help Desk and Support

Carrier Objective

Hard-working professional with 5.5 years of experience and a proven knowledge of end user support, troubleshooting, installing, maintaining, and repairing hardware software and networks. Aiming to leverage my skills to successfully fill the Support Specialist role at your company.

Computer Knowledge

- Microsoft MCSA 2016
- Installing and Configuring Microsoft Server Platforms
- VMWare vSphere and Hyper-V
- Cisco CCNA(R&S)
- Installing and configuring KERIO control and KERIO connect.
- Servers maintenance (HP, Dell, IBM and SuperMicro)
- Enterprise backup solution (Veam Backup)
- Installing and configuring IP cameras, NVR (Hikvision, Uniview)

Summary of Skills

- 5 years of cross-platform experience in help desk including:

  Analyzing, designing, installing, maintaining, and repairing hardware, software and networks and the willingness to learn and effectively apply new technologies.
- Analytical thinker, consistently resolving ongoing issues, often called upon to consult on problems that have eluded resolution by others.
- Extensive exposure to a comprehensive range of team activities, thrive on working in challenging environment.

- Demonstrated problem analysis/ resolution skills, ability to troubleshoot, solve problems quickly & completely.
- Excellent client management skills innate ability to build strong, lasting and mutually beneficial relationships.

WORKING EXPERIENCE

1. **HOORAKHSH STUDIO, Tehran, Iran**

Help desk technician, Aug 2014 - Jan 2020

- Analyzing, designing, installing, maintaining and Troubleshooting hardware software, peripherals and Domain network.
- Managing technical support team which is responsible for infrastructure services on Microsoft Windows technology.
- Managing and Maintaining the Servers, PC's, Routers and Switches.
- VMWare and Hyper-V Technology administration
- Configuring, Managing and Maintaining Networking Equipments.
- Installed and configured DHCP server.
- troubleshooting of Computer Hardware Devices
- Active directory management, NTFS security, disk quota management
- Creating standard process for group policy deployment
- IP CCTV Security System installation
- Cat5, 5e, 6 structured cable system installation, termination, and testing.

2. **WALMART SUPERCENTER, Foothill Ranch Towne Center**

Online Shopper Associate, Feb 2020 - Present

CERTIFICATION
- Network+
- CCNA (Kandoo Academy In iran 2015)
- VMWARE –VCP 6 (Rayan College academy

EHSAN PIRJAMAAT

EDUCATION

| 2006 – 2009 | **Diploma** in <u>Science</u>
(Pune-India) |
| 2008– 2014 | **Bachelor** of <u>Information Technology Engineering</u>
Pune University –(Pune-India) |

LANGUAGE

Persian   Native language

English   Very Good in speaking and in writing

EHSAN PIRJAMAAT