

Hi, I'm Nima Khademi.



Professional Summary

Dependable and goal-oriented IT Specialist with 5+ years of experience maintaining IT systems and providing comprehensive customer support.

- Troubleshoot system and network problems, diagnosing and solving hardware or software faults
- Experience in resolving remote connectivity issues, LAN, DNS, TCP/IP, ...
- Customer service experience including providing support through phone, email, or ticketing system.
- Active Directory experience
- Troubleshoot and customize office 365, G suite applications.

Experience


- **IT SUPPORT SPECIALIST** *Mar 2021 - Current*
Caine & Weiner
 - Provided maintenance, installation and configuration of network and workstation hardware and software.
 - Responsible for creating email and domain user access accounts for new users.
 - Install and train the staff in the use of the Mitel desk and soft phone.
 - Communicate with end-users to assess technical issues, determine root cause, and provide actionable resolutions,
 - Handle short and long-term planning and execution in support of multiple deliveries.


- **IT FIELD SUPPORT TECHNICIAN** *Aug 2016 - Mar 2021*
Galpin Motors Co.

Serve as the first point of contact for customers seeking technical assistance over the ticketing system, phone or email.

- Troubleshoot and resolve issues with computer system hardware, software, e-mail, network and peripheral

Contact

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Skills

- Long-term customer service experience
- Conflict resolution
- Communication & Collaboration
- Analytical and diagnostic skills
- Creative problem solving
- Skilled multi-tasker
- Quick learner
- Energetic work attitude

equipment (printers, scanners, etc.).

- Setting up of new computers by configuring operating system and software applications using standard business and administrative tools.
- Updating software, hardware, and/or modifications related to existing IT equipment.
- Networking equipment setup and configuration including: routers, switches, modems, and wireless access control devices.

IT SUPPORT SPECIALIST *Jan 2015 - Feb 2016*

Food Industries (Golestan Business Group)

- Provided technical support to clients (hardware, software) on variety of equipment (Desktop computer, Tablet, AIO, Cell phone, Hand-held...).
- Member of IT center that worked with clients via telephone, Email, RMM, video conferencing solutions, ...
- Installed & configured network hardware components (LAN, WAN), wiring, cabling, ...
- Researched new technologies for upcoming projects.
- Documented and maintained records of support requests, elevations, and actions taken.
- Communicated clearly and effectively with users, asking questions and listening actively to responses to develop understanding of technical issues.
- Scheduled and executed software installations and upgrades.

IT SUPPORT TECHNICIAN *Jan 2014 - Dec 2014*

Hospital Network & Power Systems Support (Tehran Hospital)

- Computer systems supported with over 1000 network nodes.
- Configured and maintained network systems routers, switches, and hubs.
- Evaluated problems with applications, workstations, servers, and network components to serve customers and manage technical questions.
- Collaborated with staff, users, and management to establish requirements for new systems or modifications.

Education

- Bachelor in Electrical/Control Engineering
- Associate in Electrical Engineering (power)
- Cisco Certified Network Associate (CCNA)
- Network +