Mohammad Zafar Tamim

IT Technician

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Summary: Skilled IT Technician with experience in information technology, networking, and reporting. Expert and highly familiar with a wide variety of security, operating system software, and database. Possess a bachelor's degree in Computer Science.

Work Experience:

- **Designation:** IT Technician
- **Organization:** United Towing Service
- **Location:** Livermore, CA
- **Duration:** April 2020 – Present
- **Job Responsibilities:**
  - Provide IT support to the business line staff by troubleshooting and resolving problems of computer software and hardware, peripherals, server, and network.
  - Compile information and create weekly reports using Microsoft word, excel, access, and power point.
  - Install, configure, and upgrade software applications, Microsoft Windows, and Mac OS.
  - Setup, configure and maintain local networks.
  - Monitor server, firewall, web performance and computer systems security.
  - Assist with personnel payroll processing and record keeping.
  - Develop SQL queries to query payroll database.
  - Monitor and assist in forecasting monthly budget.
  - Capable of prioritizing and manage projects to meet the deadline and achieve goals.
  - Capable of working under pressure in a dynamic and complex environment.

- **Designation:** IT Technician
- **Organization:** Desoto Access Transportation
- **Location:** Pleasanton, CA
- **Duration:** August 2016 – March 2020
- **Job Responsibilities:**
  - Work with Technology Support team to solve complex problems related to IT and database.
  - Develop SQL queries to perform Question and answering process on large datasets.
  - Analyze data, derive statistics, and find insights.
  - Report insights using applications Microsoft word, excel, access, and power point.
  - Set up and configure workstations with computers and necessary hardware, software, and peripheral devices (routers, printers, scanners, etc.).

- o Install, configure, maintain, and upgrade active directory server, Dash Cams and IP CCTV hardware and software systems.
- o Install and upgrade Microsoft Windows 7, 8, 10 and Mac OS.
- o Deal with password resets and account lockouts for Windows and Mac OS.
- o Design, setup, configure and maintain local network in ways that optimize performance.
- o Ensure the security and privacy of network and computer systems.
- o Perform troubleshooting to diagnose and resolve problems of computer software and hardware, peripherals, server, network, Dash Cams and CCTV systems.
- o Makes use of advance networking knowledge in order to assist troubleshooting Wi-Fi problems.
- o Store daily backup from Dash Cams and IP CCTV.
- o Provide frequent client interaction to help setup systems and resolve issues for the mobile and desktop applications through chat programs, emails, phone calls and in person.
- o Write daily and monthly reports regarding maintenance work provided to server, database, network, hardware, and software systems.
- o Recommend process improvements to ensure system reliability, scalability, security, integrity, and performance.
- o Meet financial requirements by submitting information for budgets, monitoring expenses.
- o Capable of efficiently prioritizing and managing multiple projects, meeting deadlines, achieve goals, and work under pressure in a dynamic and complex environment.

- **Designation:** IT Assistant
- **Organization:** Jamia Hamdard University
- **Location:** New Delhi, India
- **Duration:** July 2011 – July 2016
- **Job Responsibilities:**
  - o Coordinate a team of 4 IT technicians by providing advice on the most suitable IT choices.
  - o Collaborate with software development team on various projects and use of SDLC models.
  - o Design SQL database and network according to the needs of university.
  - o Setup and maintain SQL database, exchange server, active directory server, firewall, network, CCTV systems, computer software, hardware and peripherals.
  - o Monitor and test network equipment, server, firewall, web performance and computer systems security.
  - o Administrate network services, such as NFS services, name services and electronic mails.
  - o Perform network system improvements as needed.
  - o Set up user accounts, permissions, and passwords.
  - o Assist with LAN/WAN technologies, virus protection and Wi-Fi technology.
  - o Keep computer systems up to date through operating systems upgrades.
  - o Troubleshoot the defects of computer systems and resolve the issues.
  - o Perform weekly data backups.
  - o Provide customer support through phone contact and email support requests to technical and non-technical computer users.

Education:

- **Degree:** Bachelor of Computer Science (Information Technology)
- **University:** Jamia Hamdard University
- **Location:** New Delhi, India
- **Duration:** July 2011 – June 2014
- **GPA:** 4.0

Certifications

- **Certified from Microsoft in:**
  - MCITP Pro: Windows Server 2008, Enterprise Administrator.
  - MCTS Window 7, Configuration.
  - MCTS Windows Server 2008 Active Directory, Configuration.
  - MCTS Windows Server 2008 Network Infrastructure, Configuration.
  - MCTS Windows Server 2008 Application Infrastructure, Configuration.

- **Certified from Oracle University in:**
  - Oracle Database SQL Certified Expert.
  - Oracle Database 10g Administrator Certified Associate.
  - Oracle Database 10g Administrator Certified professional.

Skills:

- OS (95, 98, Me, 2000, XP, NT, Vista, Windows 7,8, and 10, UNIX, Linux, MAC)
- iOS, Android devices
- Windows Server 2008
- Active directory
- MS word/excel/power point/access
- Troubleshoot hardware and software issues
- Network Design
- LAN/WAN/NOC Administration
- SQL
- Database Management
- Reporting

References:

- Dr. Halim Deedar
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