

Contact

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Top Skills

Troubleshooting
Team Leadership
Project Planning

Languages

French
English
Arabic

Certifications

CompTIA A+

Amir Azmi

IT Support Specialist at PC Work Computers
Torrance, California

Summary

I have more than 10 years of experience in small and big office Windows and Apple desktop support, printer support and networking.

Logical reasoning, creative problem-solving skills, and efficient time management. with the capacity to work independently as well as in a team-driven environment.

Experience

PC Work Computers

IT Support Specialist

July 2017 - Present (2 years 10 months)

Greater Los Angeles Area

- Managing help desk support and resolve problems to ensure end-user satisfaction.
- Walk end-users through a variety of problem-solving processes.
- Providing necessary training to computer users.
- Assessing hardware and software usage, network and device connectivity, etc.
- Managing VoIP phone systems, including deploying and supporting phones and extensions.
- Resolving technical problems with Local Area Networks (LAN), phone systems, virtual environments.
- Acting as a point of contact to set up PCs and deployment for new employees using standard hardware, images, and software.
- Modifying configurations, utilities, software default settings, etc. for the local workstation.
- Building and install new workstations, peripheral equipment, software, and migrate data as part of the upgrade process.
- Ensuring each workstation has the necessary equipment needed and any additional specialized equipment to support productivity.
- Maintaining an inventory of supplies and spare parts, OEM licensing management.

- Configuring and managing user accounts on Active Directory.
- Setting up smart conference rooms for meetings, ensuring internet connectivity, and mirroring laptop to the TV for presentations.
- Securing building access controls and observing the uptime of the CCTV system.

DSG Dynamic Solution Group

Information Technology Specialist

December 2014 - April 2017 (2 years 5 months)

Cairo Governorate, Egypt

- IT-related work such as provisioning and maintaining internal systems, as well as work on building tools for the automation of routine tasks.
- Administered mobile device management systems.
- Administered provisioning of new internal hardware and user setup.
- Implemented and maintained an IT asset management system.
- Implemented and monitored security measures for the protection of computer systems, networks, and information.
- Educated users success team on routine problems, to allow them to resolve things directly.
- Assisted users with IT-related issues on-site or remotely.

United Nations OCHA

ICT Associate

March 2012 - October 2014 (2 years 8 months)

Cairo Governorate, Egypt

- Administrated under VMware server (ISA firewall server, Domain server, Data server, WEB servers, FTP server).
- Administrated Lotus Note and Black-Berry service server.
- Administrated the Avaya VOIP server.
- Designed and established a backup strategy for all virtual servers and data.
- Implemented and managed PC setup and deployment for new employees using standard hardware, images, and software.
- Responsible for handling and purchasing IT types of equipment.
- Managed ICT inventory in coordination with the administration unit.
- Provide technical support for specific Satellite internet VSAT, GPS, Thuraya phones.

Vodafone

Account Advisor

June 2009 - March 2012 (2 years 10 months)

Giza Governorate, Egypt

Account advisor-Team leader:

- Served UK customers in England.
- Handled customer billing issues.
- Handled customer's smartphone and Black-Berry technical issues.
- Provided support and improvement plan for new employees in my team.

ELNG

IT Support Specialist

2008 - 2009 (1 year)

Alexandria Governorate, Egypt

Responsible for maintaining and support the following items for entire LNG staff in IDKU site:

- Troubleshoot entire LNG user's software, hardware, and IP phone set conflicts and problems.
- Supported the Windows operating system, Microsoft Office, Microsoft Exchange, Active Directory, PDA interfaces, etc.
- Troubleshoot MFP printers, copiers, digital sender and faxes problems.
- Maintain and monitor the network.
- Configure and manage ELNG users' connectivity on Cisco IP telephone.
- Participate in the server's room transfer project.
- Part of the team responsible for implementing the wireless access points plan.

X-Lab Group

IT Support Senior Eng. network administrator

August 2006 - February 2008 (1 year 7 months)

Alexandria Governorate, Egypt

IT Support Senior Eng. network admin of the Technical Department.

Handling all main project & technical team projects have done:

- The Sharm el-Sheikh International Arbitration Center (SHIAC)
- network infra cabled and wireless.
- Internet leased line connection with the server firewall.
- Ip-sec webcam.
- Audio and video conference system.
- Smartboard system.
- Kabo JIL factory installing and manager database for 46 fingerprint device.

- IT Support for Lycee Francais Alexandria school (part of the French consul) Maintenance contract.

PC LINK

IT Site Maintenance Eng.

January 2005 - August 2006 (1 year 8 months)

Alexandria Governorate, Egypt

IT Site Maintenance Eng. for Alexandria Carbon Black Co.

Handling more than 150 PC's, Printers, Copier (hardware & software)

Troubleshooting, maintenance, and networking.

New PC Planet

IT Support

March 1997 - December 2001 (4 years 10 months)

Alexandria Governorate, Egypt

IT Supervisor in the Technical Support Department.

- Very good experience in networking.
- Computer assembly.
- Installation of Windows and other common software.
- Troubleshooting most hardware and software problems & hardware conflicts.
- Resolving driver installation problems.
- System admin for the Center for French Studies (CEA) network consisting of 30 PC's and internet leased line.

Education

Special Studies Academy

Bachelor of Mechanical Engineering, Quality control and quality assurance for mechanical products. · (1999 - 2003)

College St. Marc, Alexandria

High school degree, Collège Saint Marc · (1983 - 1999)