

BEENISH AHMED

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PROFESSIONAL SUMMARY

Competent ITS well-versed in assisting onsite and remote users with diverse computer system, mobile device and peripheral equipment problems. Familiar with security standards and usability optimization. Effectively operates autonomously to troubleshoot and fix concerns.

WORK HISTORY

IT Technician, 02/2019 - Current
County Of Alameda, Oakland, CA

- Set up hardware and software in optimal configurations to meet network performance requirements.
- Established, repaired and optimized networks by installing wiring, cabling and devices.
- Configured hardware, devices and software to set up work stations for employees.
- Managed system-wide operating system and software deployments, as well as related software upgrade problems.
- Investigated and corrected problems with printers, copiers and other peripheral devices.
- Patched software and installed new versions to eliminate security problems and protect data.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Answered and triaged requests for assistance in order to provide top-notch support.
- Helped streamline repair processes and update procedures for support action consistency.
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.

Shift Leader, 11/2016 - 11/2019
Pizza Hut, Fremont, CA

- Inventoried materials on weekly basis to identify and resolve

SKILLS

- Help Desk Operations
- Desktop Technical Support
- Peripheral Repair
- Mobile Device Deployment
- Network component installations
- Technical Analysis
- Hardware and software installation
- Desktop and laptop installations
- Technical Support
- AV Equipment Management
- Application installations
- Email account set up
- Customer service skills

discrepancies, maintaining highly accurate and current records.

- Delivered superior training and leadership to teams to boost performance and help team members achieve performance targets.
- Recognized and rewarded outstanding work performance to cultivate positive and collaborative customer service culture.
- Maintained safe working environment by observing safety procedures, policies and regulations.
- Resolved customer complaints and issues and offered thoughtful solutions to maintain customer satisfaction.
- Evaluated employees' strengths and assigned tasks based upon experience and training.
- Enforced company policies and regulations with employees.
- Trained new employees and delegated daily tasks and responsibilities.
- Monitored employee actions for effective safety, sanitation and general housekeeping compliance, proactively protecting staff and customers from safety hazards and infection risk.

EDUCATION

Certificate, Computer And Information Sciences, 01/2019

Unitek College - Fremont

Bachelor of Science, Computer Networking, Expected in 05/2023

DeVry University - Newark