**Sarmad Abbas**

[sarmadabbas78@gmail.com](mailto:sarmadabbas78@gmail.com) (425) 345-8266

**IT Technician**

### **Qualifications**

* 14+ years’ experience working in IT
* 13+ years’ experience providing IT support for 400-500 students and employees
* 10+ years’ experience assembling, maintaining, and troubleshooting computers
* 3+ years’ experienceasDepartment Head managing 26 employees
* Bachelor’s in Computer Network Technology
* Associate’s Degree in Computer Network Technology
* Hardworking, committed, and self-motivated worker
* Highly organized with attention to details
* Able to work within deadlines, multitask, and prioritize tasks
* Excellent written and verbal communication skills
* Excels at working in a fast-paced environment
* Fluent in English, Arabic

### **Experience**

**Help Desk Support**  September 2017-December 2018

Edmonds Community College, English as a Second Language Department (ESL)

* Provided front-line support to students including interpreting, scheduling, and helping international students
* Completed data entry, filing, and distribution of mail

**Computer Maintenance** 2003-2013

Ministry of Higher Education and Scientific Research, Baghdad, Iraq

* Supported and serviced 400-500 students and employees for network and computers issues in person and remotely
* Provided network maintenance and troubleshooting
* Provided hardware and software maintenance
* Completed printer maintenance
* Assembled computers 50-100 computers monthly
* Organized computer parts in appropriate sections and labeled them
* Wrote reports for computer issues and methods used for solving the problems
* Department Head for three years. Managed, directed 26 employees
* Managed and supervision 13 projects, five of them were new
* Implemented new staff training process.
* Develop and grow Department’s portfolio of projects and tasks

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### **Education**

**Associate Technical Arts Degree in Computer Network Technology** March 2020

Edmonds Community College, Lynnwood, WA

**Desktop Support Certificate**  March 2018

Edmonds Community College, Lynnwood, WA

**Computer Maintenance Certificate** June 2007

Koica, South Korea, Seoul

**Bachelor of Computer Network Technology** June 2000

University of Baghdad, Iraq/ Baghdad

Coursework:

|  |  |
| --- | --- |
| * A+ software support | * CCNA Network security |
| * A+ hardware support | * Windows Server 2016: 3 levels |
| * Cisco I, II, III, IV | * Microsoft Exchange Server |

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