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| **Experience**  **Banc of California** -Senior IT Support Engineer – Century City 3/2019 – 3/2020   * Provided Desktop/Helpdesk support for Windows/Macs to over 500 employees via walk up, telephone, email, chat and remote support. * Active Directory extensively used for password resets and unlocking users. * Reset passwords for Navigator, Teller, SCO, CASH Suite, Card@Once and Encompass. * Assisted Network Engineers with server related projects such as MPL turn ups. * Worked on Windows 10 Upgrade project deploying equipment and assisting with data transfer. * Used JAMF/Casper to push images to Macs laptops and desktops.   **City of Santa Monica** (Contract)Senior IT Support Engineer – Santa Monica 3/2018 – 12/2018   * Provided Desktop/Helpdesk support for Windows/Macs to over 2000 Police/Fire/City employees via walk up, telephone, email, chat and remote support. * Active Directory extensively used for password resets and unlocking users. * Worked on Windows 10 Upgrade project deploying equipment and assisting with data transfer. * Assisted users in setting up RSA/MFA and trained users on how to use MFA with Office 365.   **William Morris Endeavor**(Contract)IT Support Engineer – Beverly Hills, CA 3/2017 – 11/2017   * Provided Desktop/Helpdesk support for Windows/Macs to over 1000 agents/staff via walk up, telephone, email, and remote support. * Used Active Directory, Exchange, SCCM/Casper, RSA/MFA for On/Off boarding procedures. * Worked on Windows Upgrade project deploying equipment and assisting with data transfer.   **Sony (SPE)**(Contract) Senior IT Support Engineer – Culver City 4/2016 – 12/2016   * Desktop/Helpdesk support for Windows/Macs to over 2500 Production employees via walk-up, telephone, email, chat and remote support. * Used Active Directory to reset login passwords and Exchange for new mail accounts. * Administered AirWatch for enrolling mobile devices to end users. * Setup, Administered and Trained users on how to use RSA/MFA.   **Apple** AppleCare Tier 2 Technical Support – Los Angeles, CA 4/2014 – 2/2016   * Provided Technical Support from home to customers with their IPhones, IPads, IPods and Macs. * Used Bomgar Remote Screen sharing to assist customers with technical issues. * Trained customers on how to use their devices and how to enrich their experience. * Escalated issues as needed to Apple Stores and Tier 3 support.   **The Tennis Channel** IT Support Engineer – Santa Monica, CA 7/2011 – 2/2014   * Provided Desktop/Helpdesk support for Windows/Macs to over 500 employees via walk up, telephone, email, chat, and remote support. * Active Directory extensively used for password resets and unlocking users. * Provided IT Support for Tennis Channel Studios during Live and taped recordings. * Administered AirWatch for mobile device enrollment/management/deployment.   **Education**   * Management Information Systems**,** B.S.,University of Central Florida, 2001 | Technical Skills:   * Windows /Apple OS * Macs, IPhones, IPads, * Active Directory * Windows 10 Upgrades * Microsoft Exchange * SCCM/Casper Imaging * JAMF * AirWatch/Xemmobile * ServiceNow/LanDesk/ DellKACE/TrackIT/LandeskRemedy/ManageEngine * Remote Desktop Support * RSA/MFA Management * Cisco/Polycom/AVAYA * Cisco Unity Manager * Audio/Video Support * MS Office Suite * Symantec/ESET/MacAfee/   Kaspersky/Sophos   * Virus/Malware Removal * Formatting/Partitioning/   Imaging using Altiris/Paragon/Ghost   * BitLocker/SafeGuard/   File Vault Encryption   * Disassembling &   Upgrading Hardware   * Upgrading Operating   System Software   * Printer Installation/Repair * Firewall Management * Disaster Recovery   Soft Skills:   * World Class Training in Customer Service * White Glove Support * Strong communicator both verbally and in writing. * Put detailed notes in tickets for deep clarity. * Exhibit a high level of professionalism and excellent interpersonal skills. * Strong relationship-building ability, proactive, results-oriented, and resourceful. * Ability to multi-task and meet deadlines without compromising accuracy. * Strong ability to train and educate end users of all levels. * Follow-up with users to ensure their issue is resolved. |