**Sarmad Abbas**

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

**IT Technician**

**Value:** Hardworking/ Commitment / Self-Motivated

**Qualifications**

* Able to multi-task effectively
* Highly organized with attention to details
* Able to work within deadlines
* Excellent written and verbal communication skills.
* Team-player who can also work independently.
* Working in a fast-paced environment

**Education**

**Edmonds Community College**, Lynnwood, WA

Associate Technical Arts Degree in Network Technology March 2020

**Edmonds Community College**, Lynnwood, WA March 2018

Desktop Support certificate

**Coursework:**

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

**Experience**

**Help Desk Support- Edmonds Community College ESL Sept 17, 2017- Dec 31, 2018**

* Students services, interpreter, schedule appointments, help foreigner students step by step
* Data entry
* Filing
* Distribute incoming mail

**Computer maintenance - Ministry of Higher Education and Scientific Research**

**Iraq / Baghdad 2003-2013**

* Hardware and software maintenance
* Printer maintenance
* Computer assembly
* Organized parts in appropriate sections and labeled them
* Wrote reports for computer issues and methods used for solving the problems