**Professional Profile**

Dependable and goal-oriented IT Technician with 6+ years of experience maintaining in-house IT systems and providing comprehensive customer support. Experienced and knowledgeable of current IT technologies and various networking systems.

**Summary of Qualifications**

* Ability to perform general network administration tasks including: upgrades and maintenance of hardware, software, and operating systems, Windows and Exchange Server management, user and group administration, ConnectWise, firewall and router configuration.
* Experienced using networking tools such as: Telnet, NSLookup, traceroute, ping, and port scanning.
* Advanced knowledge in Microsoft Office suite support.
* Detailed understanding of PC hardware and components.

**Experience**

**Technical Services Specialist, Sari Bilgisayar, Eskisehir-TR, July 2013- Oct 2016**

* Provide technical support and assistance to clients and businesses regarding hardware and software issues.
* Modify, clean, install and repair computer systems and hardware.
* Ensure that Internet security software is updated and running properly.
* Maintain computer equipment and software to ensure secure and efficient operations.
* Repair computer hardware and servers as required.
* Test and implement new software programs for the company.
* H.D.D Image and Recovery, Virus and Malware scan, and perform system security.

**Tech- L1 Depot II, SMS infoComm, Grapevine-TX, Feb 2017- June 2017**

* Take apart and re-assemble computer components and parts.
* Resolve hardware technical issues within time schedule and provide the break and fix solution using an in-house system
* Manually set up computer systems and hardware and install or re-install software programs for computer users.
* Troubleshooting, Recovery, Imaging, BIOS Upgrade, ….
* Working with different models of all major computer/electronics manufacturers.

**Field-Operation Technician, Spectrum-TX, Jul 2017 – May 2019**

* Traveling to customers’ homes to install cable, internet, and/or phone services.
* Communicating with customers to determine issues with customer services.
* Troubleshooting and diagnosing issues with services at customer homes.
* Manage all on-site installation, repair, maintenance, and test tasks. Diagnose errors or technical problems and determine proper solutions.

**Business System Analyst, Heher Rayaneh, Tehran-IR, Jan 2002 – Dec 2004**

* Analyze current business processes and make recommendations for improvement
* Improve training and operational procedures to increase productivity
* Work with clients to understand requirements
* Create and present reports to executive team members and shareholders to support recommendations
* Oversee implementation of projects from inception to completion
* Use a variety of data analysis and organizational tools to uncover insights

**Computer Programmer, Hiberd, Tehran-IR, Jan 2007- Dec 2011**

* Coding and debugging.
* Designing and testing computer structures.
* Troubleshooting system errors.
* Writing computer instructions.
* Managing database systems.
* Maintaining operating systems.
* Profiling and analyzing algorithms.

**Education**

* Master of Software Engineering, University of Science and Technology, Tehran-IR, 2007
* B.S. Software Engineering, Arak University, Markazi-IR, 2004

**Certificate**

* Computer Networking (Microsoft)- 2020
* Network+ (Tehran Institute of Technology)- 2006
* A+ (Tehran Institute of Technology)- 2006
* Cloud+(CompTIA)- 2020