**FARNIA TEYMOURZADEH**

722 S Bixel St. Los Angeles, CA 90017 **|** Farnia.teymourzadeh@gmail.com **|** Cellphone: (424)306-9563

**I.T. SKILLS SUMMARY**

* 10+ years of experience in effective hardware, software, and network technical troubleshooting
* Advanced knowledge of solving challenging issues rapidly and cost-effectively
* proficient in a range of computer systems, tools, and testing methodologies
* Capable of working individually or as a team member
* Extremely fast learner of new technologies

**EDUCATION**

July 2019 - Present Westcliff University, Master of Business Administration in Information Technology

Feb 2007 - Sep 2010 Azad University, Computer, Software Engineering (BS)

Feb 2004 - Feb 2007 University of Applied Science and Technology, Associate Degree in Computer Software

**WORK EXPERIENCE**

**Jan 2020 – Present Wise Advertisement (IT Support Specialist)**

* + Understanding and analyzing business processes, applications and systems
  + Data Management by Power BI (Data analysis for targeted market)
  + Extracting Data by ParseHub web scraper
  + Social applications management (Creating Instagram and Facebook content)
  + Supporting IT issues related to hardware and operating systems
  + Office 365 administration
  + Troubleshooting via remote access tools (Team Viewer and LogMeIn)

**Dec 2016 - Jun 2019 Vista Mehr (IT Expert)**

* + Provide remote supervision for IT projects within the company and support IT issues
  + Staff meeting with Companies directors and executive managers
  + Managing the LAN and wireless network implementation
  + Manage and negotiate to purchase IT equipment
  + Develop IT procedures and policies
  + Supervising daily operations of the IT department
  + Coordinate in-house IT experts
  + Offer suggestions for upgrades and changes within the IT department

**Dec 2014 - Aug 2016 Danone (IT Expert)**

Provide in-person and remote technical assistance, support, install, repair, and modify incoming queries and issues from over 450 international employees in all levels from executive managers to employees in 5 different branches in different cities related to:

* Computer systems software (Window, MS Office, Outlook and Exchange, …) and hardware (desktops and laptops) and their functionality
* Zendesk ticketing system
* Email accounts (office 365 and MS Exchange), backup and restore data (Symantec Backup Exec), antivirus (Symantec client server)
* Internal Panasonic phones and extensions administration
* Sales department mobile device’s software in both android and IOS, mobile printers and POS
* Wired and wireless network connection, print servers, active directory and GP, DHCP
* IP cameras
* IT asset management

**Jul 2012 - Jun 2014 Bamdej (IT Helpdesk and Support)**

* + Managing IT helpdesk and support staff
  + Monitoring software and hardware system health status
  + Monitoring data incoming and outgoing
  + Responsible for the IT department International Standards (ISO) auditors
  + International Standards meeting with executive and middle managers

**Nov 2007 - Mar 2011 Bamdej (IT Helpdesk and Support)**

* Support all level of users from CEO to employees
* Responsible for all issues related to computer hardware, software, printers, cameras, UPS, and network passive equipment for nearly 300 employees
* Daily updating of IT assets inventory
* Weekly monitoring system logs

**Certificates**

* CompTIA Network+
* CompTIA A+

**SKILLS**

* Troubleshooting hardware issues: Servers, Desktops, Laptops, Hubs, Routers, Switches, Printers, CCTV
* Installing, troubleshooting, and support operating systems (Microsoft Windows, Apple Mac OS, IOS, and Android OS) and end-user software (MS Office, Office 365, Zendesk, Antiviruses, Photoshop, Acrobat...)
* Networking: TCP/IP, DNS, DHCP, Active Directory
* Office 365 administration
* Google suite administration
* Managing system health status under standard (ISO) procedures
* Receiving and responding to IT requests under ticketing systems, in person, email, remotely and, via phone
* Designing and implementing LAN and WLAN networks
* IT assets management
* Problem analysis and solving skills
* Configuring IP printers, printing servers
* Strong communication skills and work ethics
* Strong time management skills
* Self-motivated and creative
* Flexible to work in all conditions
* Management information systems
* Marketing management

**LANGUAGES**

* English Fluent
* Persian (Farsi) Native