SKILLS

* IT Proficiency
* Outstanding customer service skills
* Recognized team-building, supervisory, and leadership skills
* Interpreting and construction skills
* Multilingual: fluent in Farsi, Pashto and English

EXPERIENCE

**Worldwide flight services**

Cargo agent Oct 2017-Oct 2018

**Job description:**

The work of Agent Cargo includes computer data entry; prepares all flight documents; interfaces with U.S. Customs; prepares all import and export documentation, and accepts/distributes cargo in accordance with applicable air carrier and Department of Transportation (DOT) regulations. Complies lists of customers for use as sales leads. Solicits orders or talks with customers to complete sales. Quotes prices and terms and prepares sales contracts for orders obtained. Estimates date of delivery to customer, based on knowledge of company’s delivery schedules. Moves cargo up to 70lbs. Comply with WFS site security procedures for assigned warehouse and other operations. Remain cognizant of WFS staff, security contractors, and visitors’ activities and report security breaches, suspicious occurrences, or non-compliance with the site security plan to managers or via the WFS whistleblower program.

**SecurAmerica**

*Concierge Jun 2017- Jul 2018*

• Greet all tenants and visitors  
• Help deter, deflect, detect, investigate and/or resolve all activity that could result in loss or liability for the customer including criminal incidents, fire hazards and safety conditions.  
• Maintain a high level of visibility, vigilance and professionalism while on post and patrol  
• Observe and report suspicious activities and persons  
• Write detailed narrative reports and maintain daily activity reports (DARs)  
• Enforce rules, regulations, policies, procedures, and respond to emergency situations requiring security assistance

**U.S. Military** | Kabul, Afghanistan July 2014- February 2017

*Interpreter*

* Provided both written and oral translation and interpretation services between parties
* Interpreted for daily tasks, meetings, and trainings
* Worked on a team of 20 interpreters

**Arianahindoksh** | Kondz, Afghanistan 2012 – January 2014

*Construction site engineer*

* Outlined structural mechanisms and tracked project progress.
* Coordinated with clients as vendors and outside contractors.
* Designed and distributed work orders; designed blueprints for buildings
* Created technical packages and proposals as well as budget plans.

**ASIL** | Kabul, Afghanistan

IT help desk technician 2009 – 2017

**Responsibilities**

* Work with users to provide support for all hardware, software, and network related issues
* Support Windows operating systems, Microsoft Office Suite, and a variety of other applications
* Configure computer systems for new images, updates and rotation assignments to staff
* Responsible for creating and maintaining inventory and asset control records in database (i.e.: Laptops, Desktops, Printers, etc.)
* Contact and coordinate all software and hardware vendor support requests for defective products
* Enter all calls into Help Desk ticketing system, and update tickets accordingly in a timely fashion
* Strictly adhere to all escalation procedures to ensure all problems are resolved in a timely manner and with the highest level of customer service
* Provide remote desktop support for end users’ workstations
* Troubleshoot Microsoft Windows (7, 8, 10) and Office (2010, 2013, 2016, and 365)
* Troubleshoot Network, Internet connectivity problems, peripherals (printers, scanners, and other devices).
* Troubleshoot PC Hardware
* Provide support for backups, antivirus, web filtering, spam filtering and common line of business applications
* Provide support for common IT tasks (password resets, new user setups, etc.).
* Document, track, and monitor support requests and provide timely feedback to end users during and upon resolution.
* Other duties as assigned by System Administrator.

EDUCATION

**Dawat University** | Kabul, Afghanistan 2010-2014

*Bachelor’s degree in civil engineering*

**Certificate Information Technology (CIT)** | Kabul, Afghanistan 2009-2010

*Certificate Information Technology*

**Sayed Lnasri High School** | Kabul, Afghanistan 2008

*Bachelor’s degree in civil engineering*

REFERENCES

Omar Baset

Worldwide flight services supervisor

857-258-8837

[Omar.baset@wfs.aero](mailto:Omar.baset@wfs.aero)

Samim Noori

IT technician

206-304-2562

Samim\_noori26@yahoo.com