**Yasin Naseri**

4500 Lake Heights St SE

Bellevue, WA 98006

(872)333-1989

Yasin.nsaeri5153@gmail.com

**Summary**

Self-motivated Computer Technician with a background in email account and connectivity set up for large organizations. A determined employee with over Five years of system upgrade and network component installation experience. Highly knowledgeable in demonstrating software features to employees. Skilled Computer Technician is proficient in supporting hardware and software issues for computer systems. Specializing in troubleshooting Software and Hardware products.

**Education**

• Truman Middle College | HS Diploma

• Truman Middle College Computer Science| Chicago, IL| January 2017 – June 2018

**Personal Skills**

• Multi-lingual in Arabic, Persian. English

• Adaptable to new work environments

• Common operating systems

• Software proficiency

• Collection date and information

• Inspecting equipment, structures or material

• Training and teaching others

• Repairing and maintaining electronic equipment

• Software and hardware expertise

**Experience**

**Field Technician** |Washington | February 2020 ـــ August 2020

Microsoft

* Worked with customers to understand requirements and provide exceptional software and hardware service.
* Used diagnostic tools to identify hardware failures and replace non-functional components.
* Answered calls and emails at the company's help desk, assisting employees and customers with troubleshooting computer issues.
* Broke down and evaluated user problems using test scripts, personal expertise and probing questions.
* Patched software and installed new versions to eliminate security problems and protect data.
* Explained technical information in clear terms to non-technical individuals to promote better understanding.
* Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.
* Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.

**Comcast Technician** | Washington | July 2019 – January 2020

* Ability to use basic cable installation tools and hand tools and perform jobs from high places
* check-in/ out using the telephone automation system
* Network equipment installation Router, Switch, Hub, Dial Back up Modem, DSL modem Network Management Device, Wireless Access Points, etc.
* make Project Coordinator aware of any issues that define a change of scope or problem with completion
* Provide connection to network equipment via laptop with Hyper Terminal/ Putty installed, USB to Serial adaptor, and various console cables.

**Ace Parking** | Washington | December 2018 – July 2019

Captain

* process of planning, organizing, leading
* controlling the efforts of organization Strong attention to detail
* Answer customers' questions and provide information on parking procedures and/or policies
* Maintain security of bank and cash transactions
* Compute and record transactions
* Collect payment and issue receipts, refunds, credits, or change due to customers

**Yes, Hibachi and Sushi** |Bridgeview, IL | August 2017 – March 2018

General Restaurant Manager

* Plan, supervise and coordinate the daily operations of the Food & Beverage outlet
* Provide superior service to all customers always, while following The Resort’s etiquette guidelines
* Provides information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in-person
* Ensuring compliance with licensing, hygiene and health and safety legislation/ guidelines.
* Training incoming staff complies with company policy
* Maintaining safety and food quality standards

**Idea Bilgisayar** |United Arab Emirates | November 2012 – February 2016

Computer Technician

* Troubleshoot system failures or bugs and provide solutions to restore functionality
* Set up hardware and install and configure software and drivers
* Maintain organized documentation systems
* Answered calls and emails at the company's help desk, assisting employees and customers with troubleshooting computer issues
* Install well-functioning LAN/WAN and other networks and manage components (servers, IPs, etc.)
* Installing and configuring the application and operating system software and upgrades
* Manage security options and software in computers and networks to maintain privacy and protection from attacks
* Strong attention to detail
* Responding to reformers and verifying that everything is going well
* Consistently met the company's needs at 15% under budget
* Used diagnostic tools to identify hardware failures and replace non-functional components

**Affiliations**

• International Customer Service Association

• Information Systems Audit and Control Association, a current member

• Problem-solving and decision-making

• Inspecting equipment, structures or material

• Repairing and maintaining electronic equipment