**Mohammed Dumbuya**

**Phone: 731-535-1005 I Email: flynhent@gmail.com**

(Local to Renton, WA 98058 Available with 2 Weeks Notice)

Prefers Phone Interview with 24Hrs Notice & In-Person Interview with 48Hrs Notice)

**Summary**

* Has knowledgeable information technology professional with 5+ years’ experience and want to obtain a position related to his field of study, which will serve not only as a career growth but also as a challenge to his profession.

**Education**

* **Bethel University - McKenzie, TN** **2011 – 2016**

Bachelor's in Computer Science

* **L Osborne High School - Marietta, GA** **2008 – 2010**

High school Diploma

**Technical Skills**

* Experienced Computer Skills.
* Ability to learn and master new technological.
* Critical thinking and excellent problem solving
* Teamwork Orientation
* Virus and malware prevention
* Email account set up
* Help desk support
* Desktop and laptop installations
* Operating system testing
* Excellent communication skills
* Customer focused
* Troubleshooting
* System upgrades
* Windows, Linux and MAC OS X Experienced
* dentifying issues
* Repairing problems
* Updating systems
* Installing new and upgraded hardware and software
* Troubleshooting computers and basic networks
* Documenting systems
* Coding - Microsoft Flow and PowerApps, PowerShell, SharePoint
* Experienced with react UI Frameworks (Material-UI, CodeSandbox)
* Debugging JavaScript using DevTool.
* Coding langues - C+, JavaScript, Linux, MySQL, Oracle, solver, Python, RedHat,

**Work Experience**

**REWA- Seattle, WA Oct 2019 – 4-24-2020**

**IT Administrator**

* Install, configure, and troubleshoots desktop systems, workstations, servers, and network issues.
* Cloud Computing: Azure, Office 365
* Supports server, network, and desktop-based software and applications
* Mac & windows Migration
* Performed basic troubleshooting procedures on iOS devices and MAC OS Computer.
* performed ram upgrades , harddrive swap and installation of os x operating systems on MacBook Pro's, Mac Air, iMAC.
* New iPhone setup and configure for employees
* Provides day-to-day technical support to employee’s desktop systems software & hardware
* Monitored and updated user groups and permissions, using Active Directory
* Being current on the latest IT trends and technologies to help guide the direction of the team.
* Providing support including talking staff through a series of actions, either face to face or over the telephone
* Provided timely tier-II support and resolved tickets related to hardware and software Issue

**Isoftone - Kirkland, WA May 2019 – Sep 2019**

**IT Support**

* Assist with any Information Technology related issues.
* Work with data collection team to conduct audio recording experiments with participants.
* Set up Computers, Laptops and Recording Equipment's
* Troubleshoot Computers, collect data, convert files to waves for Quality Check.
* Install python and execute program, Post Processed files.
* Active Directory, Google Suite, Microsoft Office
* Install windows operating system.
* Capturing Project data from participants
* Handling participant tracking and quality control.
* Recap of day, Update Excel sheet.

**Fry's Electronics - Renton, WA Sep 2018 – Feb 2019**

**Helpdesk/Desktop Technician**

* Greet guests and employees in cheerful and welcoming manner
* Answers questions and assists guests and employees' assessment.
* Provide direct technical support for all hardware, software, server, network.
* Expert experiencing managing Mac
* knowledge of Tunes and Skype for Business, Azure Active Directory
* Experience in supporting basic laptop hardware troubleshooting and diagnosis
* Troubleshoots and work with customers to determine needed hardware and software changes
* Breakdown Systems, remove malfunctioning Hardware and install new parts.
* Desktop PC System Build. Install Hard drives, Graphic cards, power supply, Ram, Cpu.
* Install Windows 10,8, 7, vista and Mac Os Operating systems.
* provided customer service and support of all standard Apple applications and hardware including hardware resets, password resets/setup, account setups, iTunes and App Store walkthrough
* Do a complete Diagnostic use appropriate software (Ultra-x, Memtest, P magic, etc)
* Data Recovery using certified software.
* Printer and ink cartridges refill.
* Answer /Receive phone Calls from customers in need of IT Support.
* Performed basic troubleshooting procedures on iOS devices and MAC OS Computer.
* performed ram upgrades , harddrive swap and installation of os x operating systems on MacBook Pro's, Mac Air, iMAC.
* Demonstrated consistent and comprehensive knowledge of Apple technology and applications
* Trained customers of various backgrounds and levels on how to use their MacBooks, MacBook Pro's, Mac Air, iMAC. etc

**Eman –Data Recovery- Monroe, WA Mar 2016 – Mar 2017**

**Desktop Support Technician**

* Troubleshoot basic computer hardware/software
* Repair laptops and computers
* Reload operating system and remove virus.
* Maintain all terminals and peripherals including printers, modems, personal computers
* Locate and ascertain the nature of hard drive using appropriate software(Win Hex and PC 3000
* Greet guests and employees in cheerful and welcoming manner Answers questions and assists guests and employees'
* assessment.
* performed ram upgrades , harddrive swap and installation of os x operating systems on MacBooks, Mac Air, iMAC
* provided customer service and support of all standard Apple applications and hardware including hardware resets, password resets/setup, account setups, iTunes and App Store walkthrough
* Performed basic troubleshooting procedures on iOS devices and MAC OS Computer.

**US Bank - Seattle, WA Jan 2015 – Nov 2015**

**Teller**

* Accept retail and/or commercial deposits, loan payments.
* process checking and saving withdrawals.
* Assist in ordering, receiving, verifying, and distributing cash.
* Answer customer inquiries and refer customers to the proper service area for issues.
* Maintains the highest level of confidentiality with all information
* Promotes the bank's products and services.
* Represent the Bank in a manner that maintains and expands positive relations with costumers.

**Forever 21, Lynnwood, WA May 2014 – Aug 2014**

**Sales Rep**

* Actively greeting costumers and assisting them with their needs.
* Promoting latest products.
* Resolving face-to-face, telephone and email queries quickly and to completion. Assist Client

**Additional Information**

**Skills**

* Javascript
* Python
* Sharepoint
* Mysql
* Oracle
* Linux
* Frameworks