**GULED MOHAMED**

**6013 30TH AVE SW, Seattle, WA 98126.**

**Phone: 206-228-5618 or Email: guledyare3@gmail.com**

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**IT/Network Support Specialist**

**Objective:**

An entry-level position as IT Support Specialist. that utilizes my computer skills by performing Desktop Support Specialist, IT Support Specialist, Managing help desk software. Discussing with users, managers, and supervisors on working on the company's application and different IT Technician duties.

**⎯⎯⎯TECHNICAL EXPERTISE ⎯⎯⎯**

* **Hardware:** Cisco switches and Routers, Computer Desktops, Hardware troubleshooting, Installing, upgrading and fixing any consumer electronics, Cisco ASA Firewall, Server Racks, Cabling.
* **Software:** windows 7 , 10 OS, Server 2012, 2016, Linux OS, Mac OS, VM Ware, Virtual Box, TCP/IP Protocols, OSI Model, LAN, WAN, WLAN, Troubleshooting multi-protocol systems network, Remote monitoring and management, Connectwise Ticketing system, office 365,windows 10 troubleshooting.
* **Languages**: Python and Multi-lingual Languages skills. English, Somali and Swahili.

**⎯⎯⎯EDUCATIONAND TECHNICALCERTIFICATIONS ⎯⎯⎯**

**09/2015 – 06/2019**

**South Seattle College:**

* AAS in Network Administration
* CompTIA A+
* Cisco CCNA Routing and Switching
* AWS Cloud Practitioner
* Deans Honor Roll

**⎯⎯⎯EMPLOYMENT HISTORY⎯⎯⎯**

**IT Help Desk Support Internship**

**Urban League of Greater Seattle Seattle, WA 09/ 2019 -02/2020**

* Installing, repairing and documenting problems with Windows, Linux, and other OS.
* Provided support and resolved problems to the end-user.
* Strong knowledge of Windows 10 troubleshooting and Office 365
* Managed PC set-up, deployments, imaging solutions to the users.
* Experienced Solar winds MSP N- Central for remotely monitoring and managing all devices.
* Strong knowledge of Connect wise Ticketing system
* Working with Networking protocols (LAN, WAN, WIFI) and products (hubs, switches, routers, firewalls) and their installation, configuration, and support.

**Gusha Transportation/Customer Service**

**Self-Employed Rideshare Seattle, WA 01/ 2006 – Current**

* Provided safe, courteous, and punctual transportation to my customers.
* Communicated effectively with individuals of various backgrounds and abilities.
* Managed routes using Android/IOS application technology managed by Uber/Lyft.

**Communication Consultant/Sales, Sprint PCS Wireless, Edina, MN 02/2003 – 12/2005**

* Provided customer service support at the store for new and existing PCS Wireless account holders.
* Maintain knowledge of current sales and promotions, policies regarding payment and security practices.
* Recommend, select, and help locate or obtain merchandise based on customer needs and desi