**Tannaz Fatemi**   
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| **Senior Help Desk Specialist** | |  |
| **Education:** | Bachelor of Science degree in Software Engineering | |
| **Experience:** | Experience in systems and networks **set up, maintenance, troubleshooting.** Experience in Customer Service, End User Support, Clients IT Service (Both on site and remotely)  Experience in Helpdesk management, managing tickets and technicians’ dispatch | |
| **Technical Skills:** | **Operating Systems:** Windows (Servers and Workstations different versions), MAC  **Software and Services:** Windows Servers, Exchange Servers, Office 365, Microsoft Office,  Backup tools: Shadow Protect, BackUp Exec, Datto, Intronis, eFolder….  AntiVirus and Virus/Malware removal tools: Kaspersky, Vipre, eTrust, Malwarebyte…  Network Monitoring and RMM tools: n-Able, ConnectWise, Kayko, SpiceWorks, Webex, TeamViewer, Pulseway, Datto RMM, Auvik, IT-Glue… **Hardware**: Repair, Upgrade, HDD Management, Data Recovery, **Network:** LAN: Workstations and Printers configuration, Active Directory Configuration, Mailbox Configuration | |
| **Performance Characteristics:** | Organized, Detail Oriented, Goal Oriented, Self-Motivated, Take Ownership of tasks, Self-Management, Work with Minimal supervision, Smart, Honest. | |

**Experience History In south California  
  
System Support Technician, *Fothion*, Woodland Hills, CA September 2008 – Present**

* **Provide customers, IT and Technical support services, ensuring full satisfaction**
* Handle requests and support calls through the Service Desk phone and ticketing system
* **Provide maintenance services- monthly services for customers to monitor and upgrade their network, servers and workstations performance and confirm the security standard**
* **Set and use network management tools such as n-Able and Spiceworks**
* Work with vendors and partners as needed in troubleshooting and support
* **Set the AV and clean the defected computers**
* **Configure new computers for Clients, including applications installation, profile configuration (Both roaming and redirect), printer installation and email settings**
* Active Directory User Account and Groups Administration
* **Implement and monitor Servers’ back up**
* Provide documentation, inventory and technical reports of clients’ Computers, Printers ,Network Devices and applications instruction
* **Create and manage the instructions and check lists for different technical support and IT procedures. Update the ticketing system Knowledge Base**
* Smart Phone configuration
* **Mange help-desk tickets. Assign tickets to technicians. Arrange dispatch schedules**
* **Office 365 migration**
* **Domain Controller Migration**
* **Help in project management; split projects to several steps and create check list for each step, make sure that all the steps are met and completed until the project is finalized.**

**System Support Specialist, *EPG Technologies*, Van Nuys, CA 2007 – 2008**

* **Installed all systems including Windows Servers and Services, VMware server, SQL and SharePoint**
* **Created, implemented, maintained SharePoint, Web Applications, Site Collections, List and Site templates**
* **Provided various batch files to monitor websites and back up data using SQL, SharePoint, and DOS commands such as STSADM.exe, VMRUN.exe, VM-MOUNT.exe**
* **Accurately documented all procedures and tasks to create a reference manual for other staff**

**Field Technical Support, *H&R Block*, Burbank, CA 2006 – 2007**

* **Set up and** maintained the LAN of H&R Block offices before and during the tax season
* **Provided technical support for multiple districts in accordance with World Headquarters and  
   Divisional or Regional guidelines**
* **Served as liaison between district associates, district management and Metro Technology  
   Manager or Region Technology Manager to identify and resolve problems**
* **Performed detailed inventory on all PC system parts**

**EDUCATION:** Tehran**,** 1999

Bachelor of Science in Software Engineering; *Shahid Beheshti/Melli University*