**Mohamad O. Malikzada**

P.O. Box 55423, Hayward, CA 94545

[mmalikzada@outlook.com](mailto:mmalikzada@outlook.com)

(510) 677-3863 • [LinkedIn](http://www.linkedin.com/in/omer-malikzada-16aa0a66)

## SUMMARY OF QUALIFICATIONS

* + - * Three years of experience providing technical support to end-users who need assistance utilizing client level hardware and software.
      * In-depth academic preparation in network security and administration
* Intermediate skills with a variety of network and security tools, including Server 2012 R2, Active Directory, Access control, Firewalls, Email security, Intrusion Detection System (IDS), Endpoint security, VPN, Web security, Wireless security, and Application security.
  + - * Record of outstanding customer service

## TECHNICAL SUMMARY

## Platforms: Windows, Mac OSs, iOS, Android

## Networking: LANs / WANs / SANs, TCP/ IP, VoIP, DNS, DHCP, HTTP, Wireless / VPN Architecture, Cisco Routers & Switches, Firewalls, Cisco IOS, Active Directory Domain Controllers

## Hardware: iPads, iMacs, tablets, desktop, laptops, printer, scanner

## Application: ServiceNow, Remedy, Google Online Suite, Zoom, Microsoft Remote Desktop, Microsoft Office Suite, WebEx, SAP, Citrix, VPN, Symantec Endpoint Protection, SharePoint, FireEye, CrashPlan, VMware & MDM (MobileIron) solutions

## PROFESSIONAL EXPERIENCE

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## L2 Service Technician, CyberCSI (Genentech), *South San Francisco, CA* (August 2019-present). Provide Level II application software and hardware support to an organization with 10,000+ users in response to service requests. Investigate and recommend hardware and software solutions, upgrades in response to user needs.

## Commended for quickly resolving complex issues including system crashes, network slowdowns, connectivity problems, authorization and authentication support inquiries and more

## Member of a team that achieved 96% customer satisfaction

## Member of a team that resolved 3,000+ escalations in period of 4 months

## Successfully completed trainings in ServiceNow application, Global Service Exchange (GSX), HP Certification, Device Service Management Tool (DSMT)

## IMAC Technician, Milestone Technologies Inc., *Fremont, CA* (October *2017 to September 2020*)

Performed technical relocation, deployment and support projects including, disconnecting and reconnecting PC workstations and peripherals, properly labeling equipment with origination and destination information, and accurately inventoried and documented layout of technical equipment.

## Linguist/Cultural Advisor, DynCorp International, *Kabul, Afghanistan* (January 2009 to February 2015) Facilitated the flow of ideas between diverse languages and cultures as a U.S. Army translator, interpreter, and Afghan cultural advisor for Operation Afghan Freedom

## Initiated verbal and written translations from Dari and Pashto to English, and vice versa

## Advised about linguistic, religious, and cultural beliefs and practices for coalition forces

## Earned multiple U.S. Certificates of Appreciation, including certificates from the Afghan Ground Force Command and the U.S. Army Corps of Engineers

## EDUCATION

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## AS in Network Security and Administration, *Las Positas College, Livermore, CA*; anticipated graduation: May 2021.

## Comprehensive coursework in Cisco Security, Windows Operating System security, Linux security, firewalls, cloud computing, security policies and procedures, e-mail & web security, and designing and building a secure computer network.