# SHARJEEL WAHEED 1725 CORTE VISTA ST, BRENTWOOD CA 94513

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**SUMMARY**

CompTIA CYSA+ Certified and Cisco-certified. Cyber security specialist protect network from hacker attacks. Review security protocols for websites, updates firewalls, software and hardware and writes guidelines to fend off cyber criminals. Specializes in creating agile defense against rootkit attacks. Entry Level Network Engineer committed to performing assigned tasks while working in a fast-paced environment. Adapt at identifying system performance and operational issues, specialize in designing implementing and maintaining networking infrastructures. Consistently recognized for technical troubleshooting skills used to rapidly and Cost-effectively resolve challenging technical issues.

**SKILLS**

* Quick learner to new environment, technology and people.
* Self-motivated to rapidly acquire new skills on the job.
* Troubleshoot hardware & software
* Troubleshoot network connectivity
* Monitored organization’s network for security breaches and investigated violation.
* Conducted penetration testing and located vulnerabilities in systems before they could be exploited.
* Scanned sites for malware and security risks on a regular basis
* Quarantined and remove any security issues found.
* Configure IT LAN/WAN features
* Provide first-level technical support; assisting users who have network problems
* Configuration and organization of Cisco equipment in IT architecture of organization.

**EDUCATION & CERTIFICATION**

* Bachelor in Computer Science
* CompTIA Cyber Security Analyst (CYSA+)
* Cisco Certified Network Associate (CCNA**)**
* Cisco Routing and Switching

**WORK EXPERIENCE**

**Zwicker and Associates** 08/2018 - Present

Administrative Assistant II (Concord CA)

* Clerical support, files both hard copy and electronic documents
* Maintains department records.
* Maintain schedule of daily, weekly, and monthly work activities (e.g., deadlines, reports)
* Maintain regular contact with Manager
* Coordinate work activities with coworkers, making good use of downtime
* Work professionally with senior executives and clients, think and work independently, be proactive, handle confidential information and work effectively and efficiently
* Oversee property inventory for Business Affairs, Payment Services, Purchasing and Accounting Services. Conduct annual certification of property inventory
* Handle calendar including adding, canceling and editing meeting requests, as well as ensuring timing and logistical details are in place
* Calendar gate keeping, prioritizing and providing recommendations
* Reporting skills.
* Administrative writing skills.
* Proficiency in **Microsoft Office**.
* Analysis.
* Professionalism.
* Problem solving.
* Maintains department records
* Processing Law Suites for different States
* Skip tracing
* Bank levy
* Wage garnishment
* Perform other duties as assigned including tape management functions
* Perform problem management responsibilities as assigned

**Registrar of Voter at Alameda County** 03/2018 – 08/2018

* General Clerical, Data Entry, Filing, Translation, Customer Service, Vote by mail processer, Sort and process Vbm ballots, Open and returned Vbm ballots, Remakes Vbm ballots, Provisional ballots, Sort and verified ballots, pick up Vbm ballots, Pre-Election preparation, Pre-Audit Vbm ballots

**Fry’s Electronics Inc**  02/2016 - 03/2018

Receiving Coordinator (Concord CA)

* Shipment Receiving
* Receive and direct external visitors
* Research and compile briefing documents in preparation for meetings and interviews
* Help execute space planning directive from Executive Administrator
* Maintains an efficient flow of information between all levels including internal and external contacts on a wide spectrum of plans and priorities
* Reviews, proofreads, and formats all correspondence to ensure accuracy and completeness, as well as consistency
* Inventory Control
* Data Base Management
* Data Entry
* Complete special project or task as required
* Responds to incoming phone, e-mail or web reported technical issues
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**Dice Tech Sol**  01/2015 - 12/2015

Help desk Technician (Peshawar Pakistan)

* Routinely exceed call-handling goals, closing an average of 60 calls daily (25% above quota) with a 75% first-call resolution ratio and an average talk-time of 5.5 minutes -- well below 7-minute goal.
* Diagnose, troubleshoot and resolve a range of software, hardware and connectivity issues. Excel in asking probing questions and researching, analyzing and rectifying problems
* Utilize troubleshooting techniques in support Work Stations, Networked Printers, Network hub/switches, routers and circuits
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* Responsible for providing desktop and network support for the Information Technology customer base,
* Provide desktop and network support for the Information Technology customer base
* Customer Service to International clients
* Conflict resolution
* CRM Management
* International Account Management
* Perform basic network connectivity troubleshooting
* Work in partnership with all IT teams to find solutions

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