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| 2020-2021 Returned to College -  **Desktop Support/ admin**  Apptio Inc (Contract) April-2019-December2019   * Lead admin Desktop role for took more challenging complex ticket requests from service desk team. * Planned and implemented onboarding process for new hires. * Deploy windows 10 OS image in SCCM, JAMF MacOS laptops. * Researched implemented SCCM to deploy Software update Patches for security purposes. * Managed process of provisioning and deprovisioning user accounts, licenses, corporate PCs. * Troubleshoot, research resolve incident using Easy Vista ticketing system. * Resolved 0365 issues including License management, provision deprovision including password lockouts, SharePoint, Onedrive. * Advised company to implement Slack chat software for internal use for user preferences. * MDM manage corporate phones tablets device wiping devices. MFA configuration * Active directory onboarding security groups/distribution group listing role based.   **Desktop Support**  Moss Adams – Field Technician (contract) 2018-2019   * Served as second tier of escalation in the company’s internal global helpdesk, responding directly to customers and other technicians needing assistance. * Imaged Dell Window laptops, Desktops Pixie ensure include appropriate asset tag. * Traveled between 3 office locations support off site troubleshooting networks Printers, A/V hardware including conference rooms, TVs. * Processed Onboarding for new hires assigned security/distribution groups using premise Exchange.   **Help Desk Support**  Starbucks(contract) 2017-2018   * Served as a first tier of escalation in the company’s internal global helpdesk.  Assisted global Starbucks store employee’s t/b live incidents occurring. * Troubleshooting Starbucks POS system including receipt printers, registers mobile order pay etc. Documented user problems, resolution, and new solutions for future reference using Enterprise tools. * Closed out approximately 20 tickets each day using ticketing system ServiceNow. * Achieved high rating on metric system providing great customer support. | **SKILLS**    Asset Management  SCCM Deployment  Imaging Software  Active Directory  Microsoft Exchange  LAN configuration  Okta  **EDUCATION**    Western Governors University: Bachelors Information Technology (acquiring 2021)  Bellevue College Database Certificate (2016-2017)  **Certificates:**  **CompTIA Security+**  **CompTIA A+**  **Cisco Certified Network Technician (CCENT)** | |