**M**ohammad **T**owhid **S**hirzad

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Professional Summary

An IT professional with BCS (Bachelor in Computer Science) and CCNA 200-301 Certified, MCSA specialist, with more than 4 years of IT work experience and 3 years of aviation experience as a “Flight Attendant” and I have immense passion in both professions. Looking for a position in a professional Company/Organization/Airline, where I may contribute my skills and expertise with dedication and where I may be given a true chance to prove my worth.

Skills

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| --- | --- |
| * NETWORKING | * GREAT TECHNICAL SKILLS |
| * POSITIVE ATTITUDE | * GOOD TEAM WORKER |
| * DECISION MAKING | * ABLE TO WORK INDIVIDUALLY |
| * CRITICAL THINKING | * SAFETY COMPLIANCE |
| * QUICK LEARNING | * EMERGENCY RESPONSE |
| * COPE WITH WORK PRESSURE | * RELATIONSHIP MANAGEMENT |
| * TIME MANAGEMENT AND COMMITMENT | * HOSPITALITY |

Education

**Information Technology** – **Bachelor of Computer Science** – 2017

*Rana University (RU) – Kabul, Afghanistan*

**High School Diploma –** 2012

*Payam-e-Azadi High School – Kabul, Afghanistan*

**Computer Networking – Cisco Certified Network Associate (CCNA) CSCO13626768 –** 2020

*Cisco Networking Academy – United States*

**System Administration – Microsoft Certified System Administrator (Windows Server 2019)** *– 2021*

*Udemy Online Courses, U.S*

**System Administration – Specialization in System Administration (Windows Server 2012R2)** *– 2015*

*Rana University (RU) – Kabul, Afghanistan*

**Computer Networking – Diploma in CWNA (Certified Wireless Network Administrator)** *– 2013*

*Kiomarz-IT-Gate – Kabul, Afghanistan*

**Computer Applications – Diploma in COPC (Computer Operator Preparation Course) -** *2011*

* *Microsoft windows*
* *Microsoft Office Package*
* *Internet Applications*

*InfoTech-Kamgar – Kabul, Afghanistan*

**English Language – Diploma in 10 months English Language Program** *– 2009*

*Azeraksh Academic Center – Kabul, Afghanistan*

**English Language – Diploma in ESP (English for Special Purposes)** *– 2011*

*Cambridge English Academy – Kabul, Afghanistan*

**English Language – Diploma in TOEFL (Test of English as Foreign Language)** *– 2011*

*Cambridge English Academy – Kabul, Afghanistan*

**Science – Certificate in Arithmetic and Algebra** *– 2013*

*Anis Science Educational Center – Kabul, Afghanistan*

Work History

**Volunteer Assistant/Interpreter** *–* November, 2021 to Now

*ECDC – African Community Center – Las Vegas, U.S*

**Volunteer Interpreter** *–* September, 2021 to November, 2021

*Joint Base McGuire-Dix-Lakehurst, New Jersey, U.S*

**Helpdesk Technician** *–* April, 2017 to March, 2018

*NETLINKS Ltd – Kabul, Afghanistan*

* *Worked with the support team to help clients with urgent technical issues and come up with effective solutions.*
* *Used Ticketing Systems to manage and process support actions and requests.*
* *Was responsible for providing on-call support for critical issues regarding the database.*
* *Investigated technical issues using my knowledge base and personal experience to complete timely resolutions.*
* *End users were trained on different areas of our MIS software.*
* *Diligently followed up with clients, providing them on time support answering their questions and updated their problem status.*
* *Stayed up to date on the latest technologies and solutions applicable to company standards in order to provide best support to end-users.*
* *Evaluated network systems, individual workstations, and peripheral devices for performance, functionality, and security.*
* *Answered to emails of clients with a professional manner and provided them with the required knowledge on the different areas of the MIS.*
* *Created user accounts, assigned rights based on the scope of work, reset user accounts’ password, and other user related issues on daily basis.*
* *Created reports of the records generated and modified on the Database on weekly, monthly basis and reported them to my line supervisor.*
* *Communicated with higher tiers technical team to solve the clients’ issues on a timely manner and according to the critical priority.*
* *Performed other office related tasks assigned by line supervisor and line manager.*

**System Admin and Helpdesk Support** *–* April, 2015 to May, 2016

*UA Telecom (Unique Atlantic Telecommunications) – Kabul, Afghanistan*

* *Installed and configured Domain Controllers, DNS Server, DHCP Server, File Servers, WSUS and WDS servers and maintained the reliable operation of Server-Client environment.*
* *Performed regular back-up operations and implemented appropriate processes for data protection, disaster recovery and failover procedures.*
* *Managed desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions*
* *Followed up with clients to ensure maximum customer satisfaction following support engagement and problem resolution.*
* *Installed wiring, cabling, and devices to set up, repair, and optimize networks.*
* *Set up new work stations for employees by configuring hardware, devices, and software.*
* *Removed and replaced malfunctioning computer parts to fix hardware issues.*
* *Worked closely with end users via phone, email, live chat, and web teleconference to provide solutions to operations issues for users.*
* *Maintained and monitored the server room, wireless network, and other server infrastructure, ensuring that systems ran smoothly.*
* *Configure hardware and software to meet network performance requirements in the most efficient way possible.*
* *Taught network technology to junior team members and end-users, expanding my knowledge base and increasing team productivity.*
* *Responsible for growing my skills in providing on-site support for desktop hardware, software, emails, printers, and network issues.*
* *Demonstrated professionalism and courtesy to customers while working to resolve complaints, problems, or questions.*
* *Looked into and fixed printer, copier, and other peripheral device problems.*

**Network Engineer** *–* December, 2013 to January, 2015

*Salam University – Kabul, Afghanistan*

* *Maintained and looked after Salam University network, computers, printers and etc.*
* *Maintained wired and wireless LAN, servers and client computers at the Salam University*
* *Monitored the Salam University IT network to ensure Salam University IT policies are being followed*
* *Troubleshooting PC’s, Laptops, MAC, tablets, smartphones, projector and etc.*
* *Made sure internet is working in all classrooms and offices*
* *Made sure Copiers and printers are operational*
* *Managed Active Directory, user accounts, computer accounts, GPOs and policies and created and reset accounts*
* *Provided afterhours support for teachers and students*
* *Performed daily system monitoring, verifying the integrity and availability of all hardware, server resources*
* *reviewed system and application logs, and verified completion of scheduled jobs such as backups*
* *I was responsible for configuration, installation, testing and maintenance of LANs/WANs using switching, routing and monitoring technologies and protocols.*
* *Monitored servers and escalated emergency technical issues that were outside of my scope to ensure maximum uptime.*
* *Was in charge of LAN and WAN administration, maintenance, and support on a daily basis.*
* *Configured appropriate routing and switching protocols, as well as performed troubleshooting.*
* *Investigated network issues involving a mix of hardware, software, power, and communication issues.*
* *Helped with the setup and maintenance of SNMP monitoring software and other network monitoring tools.*
* *Had a solid understanding of both local and wide area networking and components.*
* *Worked on routers, switches, firewalls, access points and other related networking devices.*
* *Assisted with network troubleshooting and provided network support to resolve various LAN/WAN connectivity issues.*
* *Kept track of networks and network devices to ensure that problems were solved quickly.*
* *Provide clients with LAN maintenance and support activities.*
* *Researched and read up on new and unfamiliar technologies for quick and effective adoption.*
* *Carried out any other tasks as assigned by the IT Manager, or Director of IT.*

**Flight Attendant –** June, 2018 to September, 2021

*Kam Air – Kabul, Afghanistan*

* *Served beverages and food according to inflight service standards*
* *Explained how to use safety equipment and answered questions from passengers*
* *Prepared Aircraft’s cabin interior by stocking them with supplies and equipment*
* *Had an excellent attendance record and was always on time for work.*
* *Provided first aid to passengers who were having medical problems.*
* *Checked the interior of the aircraft to ensure emergency equipment was in place prior to, during and after flights.*
* *Followed all airline and International Aviation regulations to ensure that all safety and security procedures were followed properly.*
* *Maintained a friendly and upbeat demeanor when dealing with distressed passengers.*
* *Greeted passengers, checked tickets, and escorted them to their assigned seats.*
* *Maintained a high standard of cleanliness and personal appearance to promote a sense of professionalism and passenger confidence in the crew.*
* *Deal with a wide range of passenger service issues.*
* *Responded to passenger concerns and complaints about delayed flights or food quality and used* ***HEAT – C*** *technique to resolve the issues and obtain passengers’ satisfaction.*

**English Language and Computer Teacher** *–* May, 2016 to February, 2017

*Asrar e Furqani Private High School – Kabul, Afghanistan*

* *Implemented new methods of teaching English Language to students, which resulted in higher scores.*
* *Used a variety of instructional resources and tools to improve my English Language Skills.*
* *Assessed student progress and made recommendations for improvement.*
* *Met with administration and parents to advocate student needs.*
* *Had planned ahead.*
* *Planned lessons for different grades’ students.*
* *Successfully improved student’s English speaking, grammar, and vocabulary levels through written and interactive activities.*

**English Language and Computer Instructor** *–* December, 2010 to November, 2011

*Global Partnership for Afghanistan – Kabul, Afghanistan*

Certifications:

* *Cisco Certified Network Associate (CCNA 200-301) “****CSCO13626768****”*
* *MCSA (Microsoft Certified System Administrator) W2K12 R2*