**Walidullah Lemar**

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**Professional Summary:**

Fresh Green River College graduate with a bachelor’s degree in network administration and security, offering a strong academic background in IT combined with excellent telecom network experience. Consistently recognized for technical troubleshooting skills used to rapidly and cost-effectively resolve challenging technical issues, and quickly learn and master new technologies, equally successful in both team and self-directed settings and proficient in a range of computer systems, applications, tools, testing methodologies and with great customer service-oriented skills.

**Experience:**

**IT System Administrator/Helpdesk 10/2019 - Present**

Refugee Women’s Alliance (ReWA), Seattle, WA

* Install, configure, and troubleshoots desktop systems, workstations, servers, and network issues.
* Support servers, networks, and desktop-based software and applications.
* Provide remote desktop and in person support for end users workstations.
* Install and Troubleshoot Microsoft Windows 7,8,10 and office 2010, 2013, 2016 and office 365.
* Troubleshoot Network, VOIP, Internet connectivity problems, peripherals (Printers, Scanners, Fax...)
* Provide support for backups, antivirus, web filtering, spam filtering and common line of business applications (ERP, Emails, etc.)
* Provide support for common IT issues (Login password resets, new user creation/setup, email account, SharePoint access, OneDrive using both Active Directory and Office365 Admin portal.

**IT/Telephone Technician 02/01,2013 – 05/16,2016**

Department of State, US Embassy, Kabul, Afghanistan

* Provide computer support to users on-site and via phone/remote desktop.
* Installed, programmed and configured Avaya and Nortel IP and non-IP phones to users.
* Assist with any Information Technology related issues, such as setup computers, laptops and printers.
* Installed telecommunication equipment’s, routers, switches, multiplexors and etc.
* Established voice and data networks availability by running, pulling, terminating and splicing cables
* Verified services by testing circuits, equipment’s and alarms, correcting or escalating problems.
* Documented network updates and modifications, labelled network equipment’s and cables.

**IT Help desk support 03/07/2010 – 01/30,2013**

Wasel Telecom, Kabul, Afghanistan

* Troubleshoot basic computer hardware/software issues and repair laptops and desktop computers.
* Installed and configured software and hardware, such as printers, network cards, wireless routers, and switches.
* Monitored system and network performance, troubleshoot, repair, backups and data restoration.
* Provided technical support, training for end users, and collaborate with other professionals to maintain standard and functionality.
* Acted as a direct link between end users and higher-level support and provided technical advice on the most suitable IT choices.
* Performed other ad-hoc projects or tasks as assigned.

**Education**

**Bachelor of Network Administration and Security**

Green River College, Auburn, WA