**MOHAMMAD TOWHID SHIRZAD**

Las Vegas, NV 89052

Phone: 725-256-5451

Email: mtowhid.shirzad77@gmail.com

**⬥ CCNA ⬥ CWNA ⬥ MCITP ⬥ MCSA⬥WINDOWS SERVER**

**Network Engineer**

A quality-focused Cisco Network Engineer and trainer offering advanced skills and high-quality performance in systems/ network installation, configuration, upgrade, migration and problem resolution activities. A technology savvy professional, adept at moving into new environments and extrapolate from existing experience to quickly adapt to new technologies fluently. Effective communicator, able to explain complex processes in easy to understand terms. Skilled in proactive identification and resolution of critical systems network issues.  
   
***Core Competencies:***

New and emerging technologies Project management

User training and support tools Network connectivity issues

Testing and troubleshooting Network integration/ migration

Problem identification/ analysis Systems and network upgrades

**PROFESSIONAL EXPERIENCE**

**HELPDESK TECHNICIAN**  
Netlinks LTD Kabul, Afghanistan 2017 – 2018

* As first line of support I answered inbound calls and replied to inbound emails
* Performed entry level support items such as, but not limited to password resets, printer troubleshooting, monitor troubleshooting, basic software issues, and installing Microsoft Office and other applications
* Assisted junior and senior engineers with projects, documentation of daily tasks
* Consulted with the Service Manager to improve processes

**SYSTEMS ADMINSTRATOR and HELPDESK SUPPORT**   
Unique Atlantic Telecommunications Kabul, Afghanistan 2015 – 2016

* Responsible for fielding, diagnosing, and troubleshooting incoming customer requests
* Provided first line support services to customers with technical problems and requests including connectivity, computer hardware, operating system, and software application functions
* Provided timely completion of requests and resolution of problems or escalation of those that cannot be handled directly to appropriate technical personnel
* Followed documented operating procedures and customer services guidelines for Help Desk support

**NETWORK ENGINEER**  
Salam University Kabul, Afghanistan 2013 – 2015

* Support included hardware/software issues, training, and special projects
* Planned, designed and implemented data connectivity for local area network (LAN) and wide area network (WAN) systems
* LAN/WAN hardware/software purchases, and system installation, backup, maintenance and problem solving
* Analyzed, troubleshooting the network logs and tracked the nature and resolution of problems; monitored usage to ensure security of data and access privileges
* Supported and maintained both physical and virtual network servers
* Recommended and assisted in the design of telecommunications systems
* Installed, designed, configured, and maintained system hardware and software

**EDUCATION | CERTIFICATIONS**

* **Microsoft Certified Systems Administrator (Windows Server 2019) 2021**
* **Bachelor of Computer Science, Information Technology 2017**
* **Cisco Certified Network Associate (CCNA 200-301) 2020**
* **Microsoft Certified Systems Administrator (Windows Server 2012) 2015**
* **Certified Wireless Network Administrator (CWNA) 2013**
* **Microsoft Certified IT Professional (MCITP) 2013**
* **English Language – Diploma in English for Special Purposes (ESP) 2012**
* **English Language – Diploma in Test of English as Foreign Language 2011**
* **Diploma in Computer Operator Preparation Course 2011**