Vahid Oghba

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Professional Summary

* Insightful Technical Support Engineer with 20 years of support leadership experience including infrastructure oversight, internetworking, and networking security.
* Dedicated to customer satisfaction with a focus on delivering technical solutions.
* Extensive experience in the maintenance and support of complex networking systems, specializing in software and hardware troubleshooting.
* Strong background in technical operations and customer relations.

Technical Skills

**Networking configuration:** Router. TCP/IP sockets, LAN/WAN Technology, Ip Access list, Fiber Optical

Work History

Investment & Property Manager **02/2018 to 01/2020**

* Managed family real estate investments and holdings.

Project Manager – Robet Inc., **01/2013 to 12/2017**

* Collaborated with cross functional teams to achieve project goals in a timely and effective manner.
* Used excellent time management skills to successfully oversee and manage projects from conception to completion

Manager Of Digital Products Department – Cannon Inc,  **12/2006 to 08/2012**

* Effectively managed the sales and marketing for Cannon video projectors and digital cameras.
* Creating presentations in order to present and demonstrate the technical aspects of Cannon digital products.

Sales Representative – BMW 04/2004 to 05/2006

* Efficiently managed all sales and customer support, including handling all customer needs and questions.
* Demonstrated the features of the BMW cars to the customers to drive sales.

Technical Support Engineer – Lucent Technologies 03/2000 to 12/2003

* Managed customer technical support for Lucent networking equipment through fax, telephone, and email communications.
* Gained extensive product knowledge by attending Lucent training and achieving Lucent certifications.
* Prepared the company agenda and efficiently led weekly meetings.

Technical Support Engineer – Cisco System Inc. 02/1995 to 03/2000

* Handled Technical support for Cisco networking equipment and resolved customer issues through fax, telephone, and email.
* Implemented routing protocol in the LAN/WAN environment such as RIP, OSPF, BGP, TOKENRING, IGRP, and EIGRP.
* Attended several trainings and achieved multiple Cisco certifications.

Education

**San Jose State University** – Computer Industrial Technology**,** BS **1993**