****

Wahidullah Hamidi  
IT Technician

Professional Profile

A successful IT Technician with extensive work experience in network/system administrations of hardware, software running and monitoring of Windows Server 2012 and 2008 Domain, Active Directory Services, DNS, DHCP, FTP; Backup Strategy, vMware, Solar Winds & Network Atlas Configuration and Troubleshooting; Networking Configuration like Cisco switching, routing, Routers 3750, 3560, Layer 3 Switches any series, Cisco Wireless Controller, Point to Point Link with good all-round technical skills and the ability to develop and maintain close working relationships with all team members. Customer facing technical expert, used to explaining complex terms in a straight forward way, having the personal drive required to deliver a service that often exceeds the expectations of customers through a positive, well organized and structured approach and always with a first class work ethic.

An IT Professional looking to use my skills working for a reputable Organization  
  
WORK EXPERIENCE – ELEVEN YEARS

***Department of State – US Embassy Kabul Afghanistan***

Computer Management Assistant June 2015- November 2019

Responsible for the installation, configuration, and maintenance of all network infrastructure’s equipment such as Cisco routers, switches, firewalls, as well as designing and implementing new permanent and temporary network infrastructure.

* + Customer service/help desk supporting iPads, Tablets iPhones and Android
  + Cisco switch maintenance, configuration, system backups and restorations
  + Imaging Windows 10 laptops/desktops using cloning machine and WDS server
  + Supporting, monitoring and troubleshooting the US Embassy’s local area network
  + Supporting Tier 1/2 with customer’s service request, to resolve the issue ASAP.
  + Installing and Maintenance of digital senders, network printers, OS Mac, Windows
  + Maintenance, troubleshooting and installation of file servers and network devices
  + Providing support to customer overall Embassy wide and Camp sites remotely
  + Experienced in logical/Physical network infrastructure and TCP/IP protocols
  + Downloading and pushing the latest security updates/software patches through PAT tool to overall Mission’s wide workstations.
  + Providing wireless and network support to over 1000 international employees’ residential areas within Embassy compound and army camp sites

***Global Technology – Afghan National Defence University ANDU-MOD***

NETWORK/SYSTEMS ADMINISTRATOR Nov 2012 – June 2015

Running an active team of support staff responsible for delivering a high quality customer-focused professional service, providing the very highest level of technical support and customer service to the ANDU community

* + Customer service and IT help desk support
  + Cisco switch maintenance and configuration
  + Performing system backup, and restoring users data
  + Installing, configuring, troubleshooting computer and application problems
  + troubleshooting and installation of file servers, print servers
  + Producing and presenting reports to CJ6 US ARMY management.
  + Troubleshooting technical issues in network printers, and digital senders
  + Updating and troubleshooting Windows and Mac OS for overall ANDU students.
  + Maintaining up to date Antivirus EPO levels on all machines across the ANDU
  + Supporting IT infrastructure for 1975 nine hundred & seventy five domain users.



AREAS OF EXPERTISE

*Cisco Routing and Switching*

*Microsoft Operating Systems*

*Microsoft Exchange Server*

*Desktop and Server Support*

*System Servers: DNS, DHCP, FTP,   
Active Directory Maintenance*

*Documentation & Training*

*Hardware & Software Firewalls*

*Teamwork and problem solving*

*Web Pass & My services Ticketing*

STANDARD CERTIFICATIONS

*Cisco Certified Network Associate CCNA 200-125*

*CompTIA Network+*

*CompTIA A+*

*Microsoft Certified Solution Expert MCSE 2012*

*Microsoft Certified Solution Associate MCSA 2012*

*Microsoft Certified Professional MCP 2012*

QUILIFICATION ACHIEVMEENT

*Associate in Computer Science*

*High School Graduate*

*Advance English Grammar*

*Cisco Certified Network Associate*

*Microsoft Certified Solution Expert*

*Microsoft Certified Solution Ass*

*Microsoft Certified Professional*

*CompTIA Network+*

*CompTIA A+*

PERSONAL DETAILS

*Name: Wahidullah Hamidi  
F/Name: Hamid Khan*

*M: 503 885 4402  
E: Whamidi@outlook.com*

PERSONAL SKILLS

*Technical Customer Facing*

*Leadership/Motivation  
1st Class Customer Service*

PROFESSIONAL AWARDS

*Superior Honor Award*

*Mission Honor Awards*

*Eagle Honor Awards*

*Customer Support Award*

*Cash Award*

*Professional Recommendations*

PROFESSIONAL SKILLS

*LAN/WAN/NOC Administration*

*Technical Support*

*Security Solutions*

*Workflow Planning*

*Productivity Improvement*

*Training & Monitoring*

*NOC Installation, Upgrading & Configuration*

***Afghan National Medicines Services Organization - ANMSO***

INFORMATION TECHNOLOGY OFFICER Jan 2012 - Sept 2012

|  |
| --- |
| Providing the very highest level of technical support and customer service to the ANMSO community   * + Customer service and IT help desk support   + Remote desktop support and Creating incident tickets   + Managing user accounts in Active director and security permissions   + Maintenance, Troubleshooting Hardware & Software problem.oficeisa ghanistan as an IT Officer.   + Provide advice and one to one training in windows and MS oficeisa ghanistan as an IT Officer. office.   + Conducting systems support activities, such as network, server and system monitoring and troubleshooting   + Network devices installation, configuration and troubleshooting (Cisco switches, Access Points and network printers)   + Modifying, maintaining and updating software, such as firmware, drivers, anti-virus, Windows Service Pack updates   ***CARE INTERNATIONAL – Country Development Program CDP-USAID Project***  INFORMAITON TECHNOLOGY OFFICER Jan 2009 – Nov 2011  Perform and provide IT; LAN, Internet, Emails, Hardware & Software solution and services for CARE main office and as well as all sub offices in order for smooth running all needed IT operations   * + Responsible for managing Server 2003 and configuring clients.   + Managing approximately 600 user accounts in Active Directory.   + Installing, configuring and troubleshooting windows Server 2003.   + Analysing the hardware and software requirements of Active Directory.   + Maintenance & management of the Critical Windows based Server Environment.   + Maintained technical knowledge in networking area; operating system (Server and PC).   + Managed local, roaming, and mandatory profiles and Inventory of all IT equipment over all CDP-K USAID project. |

PROFESSIONAL REFERENCES

FULL NAME: Erik Connaway

COMPANY: US Embassy – Afghanistan

ADDRESS: Santiago, Chile | ConnawayEW@state.gov

RELATION: Deputy Information System Officer

PHONE NUMBER: +1 305 417 7053/+56 2330 3445

FULL NAME: John Nave

COMPANY: US Embassy – Afghanistan

ADDRESS: NaveJL@state.gov

RELATION: Information System Officer