**Summary**

An experienced **IT Engineer** interested in challenging career and strives hard to acquire knowledge and achieve higher grounds in the ever growing and innovative field of Computer Networking and Administration. My areas of expertise include ICT projects, Network & System Administration, NOC Administration and onsite technical supports involving hardware and applications. Over 17 years of IT experience with full life cycle ICT. Thrived in a customer focused, multi-site environment. Always met client demands and developed long-term customer relationships. Communicative and experienced in team building skills with ability to work independently as well. Multilingual in English, Persian and Armenian languages.

|  |  |
| --- | --- |
| **Areas of Expertise** |  |

* Installation, configuration and maintenance of Cisco Routers and Switches
* Administering and maintaining Cisco CUCM and IP based telephones
* Administering, configuring and troubleshooting Windows XP/7/8/10 and Server Windows 2008/2012/2016/2019
* Supporting and maintaining Microsoft Exchange 2007/2010/2013
* Thoroughly understanding and experience of TCP/IP based Ethernet and Wireless networks
* Different roles/features of Microsoft Servers, AD/DNS/DHCP/File Server/Print Server/WSUS/KMS
* Administrating and supporting small sites’ virtualization based on VMware 4.5 to 6.0
* Microsoft Office 95/2000/XP/2003/2007/2010/2013/2016/2019
* NComputing thin clients (Zero clients)
* Designing, installation and maintenance of Network passive components
* Designing, installation and maintenance of Analog and IP based CCTVs

|  |  |
| --- | --- |
| **Professional Experience** |  |
|  |  |

New Technology Networks, Reseda, CA, USA

**Computer Technician Aug 2017-Present**

A member of a technician team, for installing and supporting all computer and POS systems, technical, and network usability for persons, organizations and restaurants:

* Troubleshoot technical issues and system errors on personal computers, servers and POS systems onsite, remotely, via phone or email.
* Installed and configured online and local data backups.
* Assisted with the design, implementation, and ongoing support of computer and POS systems.
* Installed and configured well-functioning LAN/WAN and other networks and manage components.
* Installed and configured video cameras and DVRs at residential or commercial sites.
* Ran network drops, setup patch panels, network port outlets, and other aspects of setting cabling for Ethernet networks.
* Managed security options and software in computers and networks to maintain privacy and protection from attacks.
* Offered timely technical support, taught and instructed users how to utilize computers correctly.
* Recorded and documented issues and resolutions.

Geeks on Site, Tech Support Services Inc., USA

**Computer Support Technician May 2017-Apr 2018**

1099 contract for performing all computer support and services including:

* Installation and configuration of video cameras and DVRs at residential and/or commercial sites.
* Repair and/or maintenance of copier machines and/or large all-in-one devices.
* Installation, configuration, troubleshooting of home theaters / TV / DVD / Blu-ray / Surround Sound / Stereo / Universal remote control.
* Run network drops, set-up patch panel, network port outlets, and other aspects of setting cabling for Ethernet networks.
* Installation, setting-up, troubleshooting of Windows servers.
* Installation, OS reinstallation, back-ups, troubleshooting, email set-up, internet connectivity of Smartphones - non-hardware support - iPhone, BlackBerry, Android, Symbian.

NasbNiroo co., Tehran, IRAN

**Network Administrator Aug 2015-Sep 2016**

Administrator of company’s segmented network, consists of a small site data center (HP servers, HP SAN system, CISCO core/management/access switches and CISCO routers), about 50 virtual servers, more than 30 connected sites, 150 local users and more than 450 domain users.

* Analyzed network data, storages space availability and servers function.
* Configured company’s WAN network. Sites to main office connections by IPSEC.
* Prepared all related periodic reports and statistics of network activities.
* Conducted IP telephone and CUCM support.
* Drove the team towards approved goals and plans.
* Performed company’s network annual budget planning.

NasbNiroo co., Tehran, IRAN

**Network Engineer / Helpdesk Support Engineer May2013-Aug2015**

* Conducted periodical backup network data.
* Performed troubleshoots on network, connections, user groups and users.
* Prepared periodic reports and statistics of network and support activities.
* Developed and implemented services regarding new technologies, user needs and company’s goals and plans.
* Estimated annual required services and equipment.
* Documented helpdesk requests and resolutions.
* Performed periodical maintenance of network equipment.

HayCab, Tehran, IRAN

**Owner/Manufacturer Dec2012-May 2013**

Designed, manufactured and installed MDF based kitchen cabinets, bedroom furniture, wardrobes and office furniture.

Elmatco Eng. Co. - Tehran, IRAN / NGSDH Instruments Procurement & Construction for IPDC Project

**Main Office Network Engineer / Project Coordinator Jan2010-Dec 2012**

Managed and organized a group of engineers and technicians working in project in about 155 nodes all around IRAN power plants. Controlled, planned and cost controlled regarding clients time schedule and project goals.

Administrator of company’s main office flat network consisting of five servers, CISCO router and access switches, with 45 local users.

* Managed and coordinated all foreign procurements insisted of Bank LCs, inspection services, shipment and forwarding, costume formalities, invoices and payments, warehousing, repacking and delivery.
* Coordinated all FATs, in factory and on site trainings.
* Managed and coordinated all internal procurements of inspection services, invoices and payments, warehousing, repacking and delivery.
* Managed, time scheduled and organized 15 teams for material delivery to 155 sites all around IRAN.
* Organized 7 teams consisted of engineers, technicians, vehicles, special tools and equipment for site survey, construction, installation, pre-commissioning and final delivery.
* Administered and supported main office computer flat Network, services and clients.

Elmatco Eng. Co. - Tehran, IRAN / NGSDH Instruments Procurement & Construction for IPDC Project

**Main Office Network Engineer / Project Planning and Control Engineer** **Jul 2006-Jan 2010**

Planned and controlled an ICT project, objecting ALCATEL new generation SDH (communication through fiber optic infrastructure) and access equipment with its all management services and sidelong equipment and tools procurement, installation and commissioning for 155 nodes of IPDC (IRAN Power Distribution Company) power all around IRAN.

* Prepared time schedules, controlled and re-planed.
* Prepared periodic reports for customer, invoices and cost/budget control.
* Controlled and managed inventory, performed material balancing.
* Administrated and supported main office computer flat Network, services and clients.

Elmatco Eng. Co. - Asalouyeh, IRAN / EB Plant of 9th Olefin complex in Pars Petrochemical Project

South Pars Gas Field Development phases 4&5 Project

**Computer Engineer (Helpdesk Support) / Project Planning and Control Engineer Jul 2002-Jul 2006**

Planned and controlled an Electrical and Instrumental project in South Pars gas field at the south of IRAN.

* Prepared schedules and controlled tasks.
* Prepared periodic reports for customer, invoices and cost/budget control.
* Project Electrical and Instrumental material controlled, managed inventory, and conducted material balancing.
* Performed site office computer networking passive operations, conducted computer supports.

|  |  |
| --- | --- |
| **Education** |  |

**Bachelor of Science in Computer Engineering (Hardware): 2001**

Azad University of Iran / South Branch -Tehran, Iran

|  |  |
| --- | --- |
| **Professional Training** |  |

|  |  |
| --- | --- |
| Kahkeshan Institute, Tehran, IRAN  **CISCO CCNA Switching and Routing 200-120,** **2015**  Arjang Institute, Tehran, IRAN  **VMware VSphere: Install/Configure/Manage V5.5, 2014**  Iran SharePoint Academy, Tehran, IRAN  **Microsoft SharePoint end user and site administrator training, 2013** | Remis Institute, Tehran, IRAN  **Linux+ LPIC-1, 2012**  Tehran Technical Institute, Tehran, IRAN  **Microsoft MCTIP, 2011** |

|  |  |
| --- | --- |
| **Awards and Honors** |  |

**Technician of the Month, Geeks on Site Jul 2017**

**Employee of the Year, NasbNiroo Co. 2014**

**DAELIM Site Manager Reward, Elmatco Eng. Co. 2006**

**HYUNDAI Site Manager Reward, Elmatco Eng. Co. 2005**