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| BEHDAD ARAGHI  IT SYSTEMS ADMINISTRATOR |  |  | behdadaraghi@yahoo.com 949-402-3111  www.linkedin.com/in/behdada/ Irvine, CA 92618 |
| PROFILE  Innovative and diversified professional with exceptional accomplishments developing and implementing robust enterprise solutions and working alongside cross-functional teams in the design and launch of leading-edge IT solutions. Talent for promoting efficient operations within dynamic environments and aligning end-user needs with long term IT solutions. Skilled troubleshooter with a focus on identifying, isolating and resolving technical issues.  AREAS OF EXPERTISE   * Strategic Planning/Analysis * Contingency Planning * Business Case/Requirements Analysis * Disaster Recovery Strategies * Business Process Improvement * Enterprise Planning * Full Life Cycle Project Management * Network Systems/Applications * Operational Strategy/Execution   EDUCATION  **Bachelor of Science, Computer Engineering**  Azad University, Tehran, IR  **Certifications**: Network Administrator | Information Security, Saddleback College, Mission Viejo, CA |  |  | PROFESSIONAL EXPERIENCE  **IT Administrator and Technical Support Specialist** 2/2015 to Present  SP Carpet Pros, Inc., Orange, CA  An Integral part of the technical support team, providing tactical advice and troubleshooting for desktop applications, peripherals, mobile devices (Android and IOS) and remote users.   * Spearhead the upgrade, repair and maintenance of local networks employing a solutions-oriented approach. Provide comprehensive troubleshooting and issue resolution support for all incoming requests. * Facility network stability, functionality and security, creating, updating and troubleshooting user accounts, passwords and security in Active Directory. Leverage expertise in hardware and software administration, design, installation and configuration. * Enhance the efficiency of helpdesk functions, streamlining and regulating processes and scaling maintenance procedures to ensure up-to-date management of 100 active Tablets. * Create and periodically update an internal wiki comprised of technical documentation, manuals and IT policies.   **Systems Administrator** 3/2013 to 1/2015  Mehraz Co., Tehran, IR  Configured and installed Run Servers 2008 on VMWare (Run 5 WM machines) to enhance enterprise-side communications and support business continuity.   * Supervised the entire project lifecycle, defining business requirements for the installation, upgrade, maintenance, configuration and integration of virtual servers and network servers. * Planned and coordinated troubleshooting of hardware and software errors, executing diagnostics, documenting issues, corrective actions and prioritizing issues for speedy resolution. * Guided all desktop and helpdesk support efforts, scheduling regular maintenance on desktop applications, workstations and related equipment to mitigate interruptions to daily operations. |

PROFESSIONAL EXPERIENCE, CONTINUED

**Technical Support Specialist** 2/2007 to 1/2015

Meam Team Co, Tehram, IR

Executed tiered technical support across the organization, installing, configuring and maintaining networks, computer systems, software and hardware to facilitate interconnectivity.

* Delivered troubleshooting support of all computer systems, responding to phone and email inquiries. Managed infrastructure servers and ran diagnostic programs to resolve issues regarding Local Area Networks (LAN) and other systems.

**Systems Administrator** 4/2009 to 3/2013

Ev-Yol, Tehran, IR

Administered LAN, analyzing network performance, designing cable layout and determining number of LAN switch ports on Run Servers 2008 on VMWare. Supported server operations and provided comprehensive user support.

**Technical Support** 1/2007 to 4/2009

Sharmand Civil Consulting, Tehran, IR

Executed end-to-end LAN and technical support, analyzing network performance, designing cable layout and selecting computer room switches. Configured servers and ran network on windows server 2003 and run ISA server.

TECHNICAL PROFICIENCIES

* Microsoft Windows Server 2003-2008-2012, Active Directory, DNS, DHCP, TCP/IP, Backup, Group Policy
* Virtualization VMWare and Hyper V
* Security and Firewall Microsoft ISA Server, TMG, SonicWALL and Meraki antivirus
* Mail Servers Microsoft Exchange, MDaemon
* VoIP Phone System PBX Phone System and Antigen Phone System
* Help Desk Support Microsoft Windows XP/7/8/8.1/10 Computer Assembly
* Computer Repair Virus Detection, Removal & Prevention Technical Troubleshooting Ticketing System Documentation PC and Laptop 3 Cell Phone Android an IOS Remote Support End User Training
* Network Wireless, Printers, Switches, Subnets, Routers Copper Cabling, Cat5e/Cat6 Cabling-Structured Cabling-Cable testing
* Microsoft Office (Word, Excel, PowerPoint, Outlook, Visio), Office 365
* Photoshop
* Web Design (Joomla)
* Cisco Switch and Router
* Java
* Python
* iOS
* Remote Access Software