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| |  |  | | --- | --- | | **MM** | Mahmood Mahmood | | m: 336-457-6083  mike.mahmood89@gmail.com  DETROIT, MI 48228 |

Professional Summary

14 years as computer professional, including 7 years as an IT professional Productive with a strong work ethic and consistently achieving goals Proven experience in network/hardware/operating system troubleshooting, system integration, PC assembly, biometric scanners, technical support, and customer service helpdesk

Skills

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| * Networking - System Analysis and database Design , Network Configuration and Security Concepts | * Computer/ Technical literacy ( Java C++ Programming Terminal Linux -LAN , DSL Windows - Linux Signal- Power Shell -Microsoft Office Suite- Software and hardware updates - OS Ubuntu - OS Linux - OS Mac -VM VirtualBox) |
| * fluent in English , Arabic ; read ,write and Speaks | * Hard -worker and quick learner |
| * Strong organizational and time management skills | * Proven ability to promote    products and service |
| * Proactive problem -solving and decision skills | * Certificate network Pro |
| * Over 3 Years of customer Service experience |  |

Experience

Scrutiny Officer, Wayne County College, Jan 2019 ‐ Oct 2019, Detroit , MI

 Keeping good public relations.

Deterring and detecting crime.

Responding to emergencies.

Finding safety hazards.

Performing other special duties.

Controlling access and using alarm systems.

Case Manager , African Service Coalition, Feb 2016 ‐ Oct 2017, Greensboro, NC

* Ordered, organized, and rotated supplies.
* Communicate with job companies to help immigrants find job
* Reviewed activities regularly to identify opportunities for improvement.
* Consulted with customers to understand desires and suggest best products to meet needs.
* Attend with immigrants at the driving school, social security office, and hospitals to help with translation

Front Desk Clerk, Sheraton, Mar 2012 ‐ Jul 2016, Greensboro, NC

* Verified customer credit and established modes of payment for accommodations provided.
* Answered inquiries about hotel services travel directions, nearby shopping, restaurants, and entertainment venues.
* Secured guest valuables in one of the hotel's safes to prevent damage or loss.
* Greeted guests upon arrival and arranged for luggage to be taken to assigned rooms.

Education

Bachelor's Degree, Computer Science

Al-Rafidain University College ‐ Baghdad, Iraq

Associate degree, Computer Information system technology

Guilford Technical Community College ‐ Jamestown, NC

Associate degree of general studies and Certificate in Networking and Computer Programing in

Wayne County Community College ‐ Detroit, MI

Bachelor's Degree

Eastern Michigan University

Certificate Security pro current Certificate network pro current Certificate Ethical Hacker pro current Certificate Switching pro current Certificate ethical hacker current Certificate Data Science Harvard current

Secuirty Department

References

ReferencesSergeant Collins (313)549-4822 Police authority wcccd Ahmed Assadi 336-5086417 Airplane TechnicitiesMichael haftel (313)304-3874 Professor Wcccd

Language

Bilingual: fluent in Arabic and English

Additional Information

* workers