

Maryam Ghaem Panah

Position

IT Expert

E-Mail

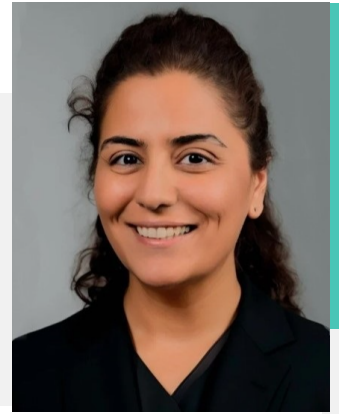
mona.ghaempanah@gmail.com

Address

Ilmenau, Germany

Phone number

01771396092



Experience

Oct 2023- Present

FEM-Ilmenau University Campus ISP

Online Ticketing System Support

- Provide efficient and effective support to end-users by resolving issues raised through the online ticketing system
- Collaborative Team Player

Jan 2019 - Oct 2022

Kimiya Motor ,Tehran

IT System Administrator

- Windows Server Management:
Administration Windows Server 2016 and 2019, including Services, Active Directory, and Domain Services.
Microsoft Exchange Server and ISA Server administration.
Successful Implementation IT Infrastructure
- Networking:
Configuration of TCP/IP, DNS, DHCP, FTP, and Remote Access.
LAN/WAN concepts and VPN technologies.
- Operating Systems:
Installation, Upgrade and troubleshooting Windows operating systems, including versions 7, 10, and 11.
- Microsoft Applications:
Configuration MS Exchange, MS Outlook, and MS Office/365 applications.
- Device Management:
Configuration new desktops, laptops, printers, scanners, and IP cameras.
- IT Service Management:
IT Service Management principles and practices in professional experience.
Development and Documentation IT Procedures
Ticket Service Management (ITIL)
Website content Management
Backup Hardware Management

Jan 2017 - Dec 2018

Asre Danesh ,Tehran

IT Security Technician (Customer Service)

- Nod32 Antivirus panel support delivery
- Network and systems maintenance
- Documenting and Checklists Preparation
- Ticket Reporting and Documentation
- Collaborative Team Player

Jan 2011 - May 2015

Cooler Iran ,Tehran

IT Helpdesk Support Specialist

- Software and Hardware Installation and Configuration
- Network and systems maintenance
- Domain Network Management (Server & Client)
- Exchange Server & MS Outlook Email Management
- Backup Hardware Management
- Website Content Creation (WordPress, Joomla)
- Backup and Recovery Operations handling
- Virtual Machines Handling (VMs)
- System Upgrades Implementation
- Performance Monitoring
- User Training Delivery
- User-Centered Solutions providing
- Preparation of computer checklists

Education

Oct 2022-present

Technical University of Ilmenau

- M.Sc.Research in Computer & System Engineering

Oct 2015- May 2016

University of Tehran

- MBA

Oct 2007 - May 2010

University of Applied Science and Technology, Tehran

- B.Sc.Computer Software Technology Engineering

Skills

Technical Certificates

- Network+
- CompTIA A+
- Windows Server 2016, 2019
- Windows Server Infrastructure I
- SQL Server 2016
- Python Basics
- Microsoft Office/ Office 365
- Microsoft Project 2016
- ISO TS/IATF Concepts
- FMEA for Software Security

Languages

Persian (Native)
English (very good, both spoken and written)
German (good understanding)

soft Skills

- Problem-Solving Aptitude
- Collaborative Team Player
- Strong Time Management
- User Training Delivery

Commercial Correspondence