

---

# Omar Daghestani

Broomfield, CO 80020 | C: 303-478-2508 | E: odaghest@hotmail.com

---

## Summary

Resourceful Lead Technician with numerous years of diverse IT service experience for various hardware and software platforms. Tech-savvy computer expert with passion for teamwork and helping others while adapting to unexpected challenges. Committed to keeping abreast of new technologies and proven at uncovering new, timesaving solutions to common service issues.

---

## Skills

- Punctual and Dependable
- Detail and Goal-Oriented
- 4+ years of Customer Service Experience
- Efficient Multitasker
- Computer skills - MS Word, Powerpoint, Matlab Programming, SolidWorks Modelling and Simulation, etc.
- 3D, Tutoring
- Arabic
- English
- French
- Excellent Communication
- CPR Certified
- Matlab
- Powerpoint
- Migration
- Networks
- Programming
- Fast-learner
- Research
- Scanners
- Technical support
- Time-management
- Troubleshoot
- Team development
- Research proficiency
- Inventory management

---

## Experience

**IT STUDENT LEAD TECHNICIAN** | 09/2019 to Current

**Front Range Community College - Westminster, CO**

- Technical support for 20,000+ enrolled students as well as faculty.
- Helped with the migration of our networks moving them into a new domain.
- Updated software versions with patches and new installations to close security loopholes and protect users.
- Reviewed support cases for technical and troubleshooting accuracy and identified needed improvements in processes.
- Documented repair processes and helped streamline procedures for future technical support actions.
- Configured new employee work stations, including all hardware, software and peripheral devices.
- Disassembled computer systems to troubleshoot and resolve hardware issues.
- Delivered local and remote Tier 1 IT support for hardware and software to company personnel.
- Set up new desktop systems and configured laptops for incoming employees, loading required software and server permissions.
- Conferred with vendors to obtain replacement hardware or software and escalate more complex concerns.
- Consulted via telephone to understand user problems, run through testing scripts and ask probing questions to locate root causes.

- Trained new employees on support processes, procedures and knowledge base.
- Troubleshoot daily IT desktop client issues, supporting multiple departments and various offices.
- Maintained composure and patience in face of difficult customer situations, applying de-escalation techniques and positive customer support.
- Consistently responded to customer service emails within standard window for optimal response.

#### **WAREHOUSE EMPLOYEE | 06/2019 to 09/2019**

##### **Amazon - BROOMFIELD, CO**

- Worked with facility machines to ship out orders.
- Was declared the fastest Picker on the floor during high season.
- Responsible for moving totes under fast-paced conditions, particularly during holiday seasons, meeting warehouse goals in effective time-management.
- Scanned container labels with RF scanners to verify contents and determine target destinations.
- Examined packages and goods for damage and notified vendors of specific issues requiring replacement.
- Picked and prepared numerous daily shipments in large warehouse environment to facilitate customer order fulfillment.

#### **MCDONALD'S RETAIL MANAGER | 06/2016 to 06/2019**

##### **McDonald's - BROOMFIELD, CO**

- Streamlined operations and improved employee focus and productivity by prioritizing tasks prior to start of each shift.
- Organized and updated schedules to optimize coverage for expected customer demands.
- Maintained inventory accuracy by counting stock-on-hand and reconciling discrepancies.
- Used empathy and persuasive negotiation skills to deliver positive customer experience.
- Worked one-on-one with employees to motivate while delivering constructive criticism in busy, retail environment.
- Supervised successful, well-supplied and highly organized establishment thanks to consistent oversight and regular cleanliness inspections.

---

## **Education and Training**

### **FRONT RANGE COMMUNITY COLLEGE (FRCC) - Westminster | Associate of Science**

SCIENCE, 2020

### **MONARCH HIGH SCHOOL - Louisville, CO | GED**

05/2016

GPA: 2.4/4.0

---

## **Certifications**

DaghestaniWestminsterCPR Certified, Soft Materials Research Center Outreach Volunteering for Arrupe Jesuit High School January 2020 – February 2020 Planned and performed chemistry lectures and lab demonstrations for high school students at Arrupe Jesuit High School. Volunteer Tutor at Front Range Community College, Westminster, CO

---

## **References**

References Roxanne Strand Gabrielle Henry IT Operations Senior System Analyst Front Range Community College Front Range Community College Roxanne.Strand@frontrange.edu Gabrielle.Henery@frontrange.edu

---

## **Languages**

Multilingual- English, Arabic, and French