**ABDIRAHIM MASLAH**

Columbus Ohio

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# PROFILE

Aspiring IT professional actively pursuing an aggressive education to obtain Industry specific certifications. Highly experienced in customer service protocols and processes. Comfortable working directly with the customer/client to resolve their issues. Able to de-escalate problematic situations whether face-to-face or via phone. Called upon to take the lead in multiple situations to train and mentor peers.

# EDUCATION

My Computer career, Columbus, Ohio Graduated June 2016

**Information Technology system Administration**

**Current Certification: MTA Network fundamentals, CompTIA Network+, CompTIA A+, CompTIA Server Plus and MTA Windows OS.**

Certification in progress: Mobility + CompTIA, CNNA, MCTS (Window 7), MCTS (Window server Enterprise Administrator), CompTIA Security+, and CCNP

# TECHNICAL HIGHLIGHTS

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| * Information system fundamentals * Installing, maintaining, and troubleshooting LAN Network * Installing, maintaining, and troubleshooting Window Vista, XP, and Window 7 * Install and troubleshoot network cables. ( Cat 6 3,5and ) * Server installation and management | * Implement router and switch security techniques * Troubleshoot network issues * Trained in HTML and CSS language * Keyboarding 50WPM * Microsoft Office * Install physical and virtual servers * Active directory |
| **Coca-Cola**  **Help Desk Analyst**  **Columbus, Ohio** | 6/8/2017 to present |
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* Responds to customer technical problems/issues related to various OEM hardware and software platforms
* Assists customers by diagnosing problems and providing resolutions for technical issues
* Uses troubleshooting techniques and tools to identify products that are defective and follow guidelines in issuing service calls/contacts
* Utilized Service Now to open, document, and resolve helpdesk tickets in accordance procedures.
* Performs PC, laptop, and printer moves and installations.
* Advises/educates customers within procedural guidelines to ensure a complete solution to their technical or service questions
* Utilized ServiceNow ticketing system.

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| **JPMorgan Chase**  **Help Desk Analyst/ hardware refresh**  **Westerville, Ohio** | 4/8/2015 to 5/25/2017 |
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* providing phone support for Windows 7 & 8 desktop environment including Active Directory (AD), within a Retail Financial Services environment
* In-depth knowledge of several technology disciplines including PC, Server, and Network infrastructure as well as Mobile Messaging/Communication software and hardware such as smart phones, broadband cards and other wireless technologies
* Utilized ServiceNow ticketing system.
* Strong customer service skills via phone, instant message (IM), along with strong documentation skills
* Configure and troubleshoot UPS’s and Micro pods.

**Field Nation** 5/25/2015 to present

**Freelance contractor/ Help Desk Analyst**

**Columbus, Ohio**

* Installing CAT 5 and CAT 6 cables, Testing and terminating cables, Patching panels,
* Solving issues related to cables and networks
* Terminate phone jacks
* Demonstrate proper procedures, encourage safe use, document in ServiceNow.
* Worked with TCP/IP, assigning/reassigning IP addresses and with Novell Servers, Windows NT and DNS.
* Install and trouble PC, Printers, router, servers, and switches

**SomTech**

**Network Technician**

Columbus,Ohio 02/15/2014 to 1/30/2016

* Familiarity with servers - Virtual, blade and physical.
* Installing router and switches
* Setting up computer security measures
* Troubleshot software and hardware issues via phone such as Windows 7, XP operating systems, Microsoft standard desktop applications including Word, Excel, PowerPoint, Exchange and Visio, Firefox and Chrome, McAfee, Kapersky and Norton anti-virus software
* backup processes and retention periods
* Racking, un-racking, and installing servers, UPS, and surge protectors
* Hands-on experience with pulling cable
* Very strong part of any data center support team

**AFRICAN COMMUNITY CENTER**  07/2008 to 01/2013

**Front desk and Tech support**

**Minneapolis, Minnesota**

* Made outgoing/received incoming calls to clients to request and clarify information.
* Helped elderly and non-English speaking customers to fill out job, housing, medical, or Immigration applications.
* Received Company invoices, scanned and emailed to Microsoft Outlook.
* Record keeping and maintaining an organized work environment
* Troubleshoot, diagnose, repair/replace computer issues.