SHAHAB HOSSEINI
IT Support Specialist

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📍 Berlin, **Germany**

🗺 **Visa Status:** Aufenthaltstitel-Valid until May 2026
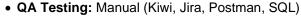
in **LinkedIn:** linkedin.com/in/shahab-hoseini-beheshti

GitHub **GitHub:** https://github.com/ShahabHBS

Skills 🛠

- **QA Testing:** Manual (Kiwi, Jira, Postman, SQL)
- **IT Support:** Microsoft Windows, Office 365, IOS and Android
- **System & Hardware Administration:** Setup of new computer systems, hardware procurement and recommendations, maintenance and troubleshooting of desktops, laptops, mobile and peripherals
- **System Administration:** Active Directory (Windows Server), Windows Server Deployment & Imaging
- **Data Analysis & Reporting:** Power BI (Desktop & Service), QlikView, Oracle SQL
- **Documentation & Collaboration:** Confluence, ServiceNow, User Training & Support
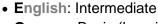
Education 🎓

B.Sc. in Computer Software Engineering
Azad University–Roodehen,Tehran Iran
2011–2014

Languages 🌐

- **P**ersian: Native
- **E**nglish: Intermediate
- **G**erman: Basic (learning)

Certifications 📄

- **PTE Academic**-Pearson (2024)
- **SQL Server & Oracle**-Isiran Institute(2018)
- **ICDL Advanced**-Isiran Institute (2015)

Awards 📑

- **Top ICT Expert**-Ministry of Defense(2023)
- **Excellence in Data Analysis**-Pension Welfare Services(2022)

Professional History 💻

Blu Bank – QA Specialist
Tehran, Iran | June 2024 – June 2025

- Performed manual testing of banking applications' backend and frontend components.
- Created and executed detailed test cases.
- Developed automated regression test scripts using Kiwi and Postman.
- Collaborated with developers and security teams to ensure application stability and data protection.

Etemad Kar Co. – Senior Data Analyst
Tehran, Iran | March 2022 – June 2024

- Designed and maintained welfare service platform serving 800,000+ users.
- Generated KPI reports using Oracle SQL and QlikView Desktop to guide business decisions.
- Redesigned service workflows based on user feedback, resulting in improved customer satisfaction.
- Led CRM system enhancements and trained staff on new functionalities.

Parmis Sabz Co. – ICT Manager
Tehran, Iran | November 2014 – March 2022

- Delivered hardware and software support to 100+ staff across departments.
- Set up new computer systems, managed procurement, and advised staff on hardware purchases to optimize performance and cost.
- Installed and configured Microsoft Windows, Office 365 applications, printers, and video conferencing equipment.
- Maintained local network and Active Directory on Windows Server; implemented backup and recovery plans.
- Managed digital documentation systems (Confluence) and supported remote learning tools.

Key Projects 🔑

Company-wide IT Support Setup

- **Situation:** Staff experienced frequent delays in technical support.
- **Task:** Establish reliable IT support and user training programs.
- **Action:** Installed essential software, managed OS deployments, resolved network issues, trained users.
- **Result:** Cut incident resolution time by 50% and enhanced system uptime.

Welfare Services Platform Development

- **Situation:** Multiple fragmented systems caused operational delays.
- **Task:** Centralize welfare-related services into one platform.
- **Action:** Developed a platform with six integrated modules (loans (two type), travel, socials, research, events).
- **Result:** Boosted service delivery efficiency by 40%, enabling real-time KPI tracking.