

TAMEEM ALTAMEEMI

Senior IT Technical Support Specialist | Active VA Public Trust Security Clearance

1 (619) 565-0914 | Taltameemi@outlook.com | Glendale, AZ 85308

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### Professional Summary

Detail-oriented and dedicated **Senior IT Service Specialist** with 14+ years of hands-on experience in managing complex IT systems, leading strategic projects, and delivering exceptional customer support. Proven expertise across Windows Server, Linux (RedHat/CentOS/Ubuntu), ServiceNow MID Server integrations, network administration, security management, system upgrades, and automation (PowerShell). Recognized for strong project leadership, operational excellence, and ability to implement efficient and reliable IT solutions in both enterprise and government environments.

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### Senior IT Service Specialist

Department of Veterans Affairs (VA) Hospital — Phoenix, AZ

Nov 2015 – Present

- Lead and manage complex IT projects, ensuring timely delivery and adherence to budget constraints.  
*Example: Built and deployed Dell server running Windows Server 2019 for secure data management.*
- Architect and implement IT infrastructure solutions supporting pharmaceutical and laboratory operations.  
*Example: Designed data storage systems for Waters and Agilent laboratory instruments.*
- Oversee migration of Cisco IP desk phones and VOIP systems across hospital departments.
- Administer local and wireless networks, switches, firewalls, and network printers to ensure optimal network performance and security.
- Maintain and support VPN services, providing secure remote access for users.
- Configure and deploy laptops, desktops, and mobile devices (iPhones) for new hires and existing staff using SCCM and AirWatch MDM.
- Utilize SCCM for software deployment and patch management across enterprise systems.
- Manage ServiceNow (SNOW) ticketing system: prioritize, resolve, and document support tickets to ensure high customer satisfaction.
- Support ServiceNow MID Server integrations for discovery and orchestration with enterprise systems.
- Perform system administration, break/fix repairs, imaging, and hardware lifecycle management.
- Provide Level 2/3 technical support for VA hospital applications, including VBMS databases, pharmacy systems, and proprietary government software.
- Installed, configured, and maintained Linux servers (RedHat/CentOS/Ubuntu) for lab and production use, performing upgrades, patching, and troubleshooting.
- Support laboratory IT operations for pharmaceutical and clinical labs — including Agilent, Waters, GE instruments, and Zebra printers.
- Collaborate with vendors to troubleshoot and resolve hardware/software issues across lab environments.
- Ensure compliance with HIPAA, security standards, and federal IT policies; actively participate in audits.

- Develop and document IT processes and procedures to maintain operational continuity and data integrity.
- Reduced end-user incident rate and improved response time through new support workflows — increasing overall IT service efficiency by 30%.
- Provide ongoing user training and technical guidance to staff and leadership across hospital departments.

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### **IT Support Sr. Technician**

TEKsystems — San Diego, CA

*Sep 2012 – Oct 2015*

Results-driven and detail-oriented IT Support Specialist with extensive experience delivering high-level technical support across enterprise environments. Proven ability to manage IT infrastructure, optimize system performance, and provide exceptional customer service. Skilled in network administration, security compliance, and end-user support with a strong focus on operational excellence.

- Delivered comprehensive hardware and software support for desktops, laptops, printers, and mobile devices in a dynamic, multi-site IT environment.
  - Installed, configured, and maintained computer workstations for laboratory, office, and training environments, ensuring optimal performance and seamless integration with servers and wide area networks (WAN).
  - Performed software installation, updates, and security patch management across enterprise systems to maintain compliance and operational efficiency.
  - Administered Active Directory (AD) user accounts, group policies, and Microsoft Exchange email accounts, managing user access and maintaining secure, reliable communications.
  - Provided superior customer service by efficiently troubleshooting and resolving hardware, software, and network issues through both desk-side and remote support channels.
  - Managed and maintained network infrastructure, including LAN, WAN, wireless networks (Wi-Fi), and VPN connections, ensuring robust and reliable connectivity.
  - Conducted printer and peripheral device support, including configuration, troubleshooting, and maintenance for both networked and local devices.
  - Installed and supported specialized software applications, ensuring full compatibility with system hardware and peripherals.
  - Developed scripts and automation tools to streamline IT operations and enhance service delivery.
  - Utilized ServiceNow (SNOW) and internal ticketing systems to document, prioritize, and track incidents, service requests, and project tasks.
  - Monitored and maintained the performance of critical IT services, including email systems, file servers, and network infrastructure, proactively addressing potential issues.
  - Collaborated with networking specialists to diagnose and resolve complex connectivity and performance issues.
  - Provided training, guidance, and mentorship to junior IT staff, fostering professional development and knowledge sharing.
  - Maintained strict adherence to IT best practices, security protocols, and regulatory compliance requirements across all support functions.
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## **EDUCATION & CERTIFICATIONS**

- **B.Sc. in Information Engineering** – Baghdad University, Jan 2002
  - **Microsoft Certified Professional (MCSA)** – June 2009
  - **Windows Server 2008** – Oct 2014
  - **Cisco Certified Network Associate (CCNA)** – Nov 2009
  - **CompTIA Network+** – Feb 2008
  - **CompTIA A+** – Oct 2007
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## **CORE SKILLS & TECHNICAL EXPERTISE**

- Windows Server Administration | Linux Administration (RedHat/CentOS/Ubuntu)
  - ServiceNow MID Server | ServiceNow Ticketing (SNOW) | PowerShell & Bash Scripting
  - Network Management (LAN/WAN/Wi-Fi/VPN) | Microsoft Active Directory & Exchange
  - Software Deployment | Patch Management | Microsoft Windows & Office
  - Hardware & Peripheral Support | Server Administration | Wireless Access Points
  - User Support & Troubleshooting | Issue Resolution & Tracking (ServiceNow)
  - Account Administration | Application & Database Support | Apple iOS
  - Customer Service | Training & Mentoring Junior Staff | Cross-functional Team Collaboration
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## **ACHIEVEMENTS**

- Improved system performance through successful Linux server upgrade project
  - Reduced user complaints by 30% in six months after implementing new customer service protocol
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## **REFERENCES**

Available upon request