

IT help desk coordinator IT help desk coordinator IT help desk coordinator - ARxIUM. Inc Wheeling, IL Work Experience IT help desk coordinator ARxIUM. Inc December 2017 to Present Creating Active Directory account for new users. Remote in to fixing exiting issues via Remote Desktop Connection and Team Viewer. Configured and troubleshoot routers and switches. Configured PC, desk phones and cellphones for new users. Install and configure VMware. Processed the documentation. Creating and maintaining tickets using Spice works. IT help desk analyst Reyes Holdings September 2017 to December 2017 Creating Active Directory account for new users. Remote in to fixing exiting issues via Remote Desktop Connection, TightVNC Connection, and Configuration Manger Remote Control. Resetting and configuring Kronos and Cisco phones. Creating tickets using Helpdesk plus. Assisting more than 5000 employees. System Engineer Motorola Solutions April 2016 to July 2017 Designed and demoed communications systems based on customer needs. Configured and troubleshoot routers and switches. Configured servers, PC's, serial programming. Inputted database information. Radio programming. Contributed more than 50 projects. Trained and mentored engineers. Processed the documentation. Guardsmark security officer Kraft Foods Headquarters March 2013 to August 2016 Updating and maintenance Windows 7 pro on daily bases. Experience with Microsoft Active Directory. Troubleshooting and helped staff with resetting their password. Operating and maintenance C-cure 9000 as security software. Printing security badge access control and updating information in C-cure database. Keeping the record of all new and existing employees and reporting daily updates. Help Desk Technician Steel Pipe Company May 2014 to August 2015 Experience with Microsoft Active Directory. Maintaining all the PC's and routers on daily bases. Troubleshooting and helped staff with resetting their password and there hardware issues. Installing, maintenance and updating new software's on windows 7 and Mac OSX. Manager on duty during working shift Lifetime Fitness March 2010 to March 2013 Operation team supervisor for two years. Providing excellent customer service. Education Bachelors of Art and Science in Computer Science in Cyber Security Northeastern Illinois University - Chicago, IL August 2015 Skills Active Directory (6 years), Apache (Less than 1 year), Exchange (Less than 1 year), HTML (Less than 1 year), Java (Less than

1 year), Linux (Less than 1 year), Mac (1 year), maintenance (4 years), Microsoft Exchange (Less than 1 year), Microsoft office (Less than 1 year), MS OFFICE (Less than 1 year), Python (Less than 1 year), router (Less than 1 year), SQL (Less than 1 year), Tomcat (Less than 1 year), web server. (Less than 1 year), windows 7 (4 years), Information Technology, Desktop Support, It Specialist, Help Desk, Computer Repair, Network Support Links <https://www.linkedin.com/pub/odisho-eivazi/104/b71/93a> Certifications/Licenses Security Guard Class D Security License PERC Card

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