

IT Support IT Support Fairfax, VA Authorized to work in the US for any employer Work Experience
IT Support Synology America Corp - Reston, VA April 2019 to Present Product Manager Fiberhome
telecommunication technology July 2014 to September 2017 . Designed Optical distribution FTTx
networks . Consulted different telecom companies and ISPs to provide and meet technology
requirement . Prepared standard procedures for maintenance engineers . Researched on updated
available telecom passive equipment and implementation . Expertise hands in troubleshooting of
network related problems . Trained and coached new staffs on passive optical network .
Incorporated use of media to develop training pedagogies . Determined technical requirements for
all different kinds of telecom technology . Lectured in Wuhan research Institute, China 2016 .
Lectured in FiberHome telecom exhibition, Tehran 2016 . Lectured in FiberHome telecom
exhibition, Tehran 2015 IT Manager Mehrasl April 2010 to June 2014 Managed, Installed,
Upgraded, troubleshoot, tested, Assessed and developed computer- based devices (PCs, Laptops,
Printers, IOS & Android Smart phones, Servers and etc.) . Managed, Installed, Troubleshoot and
supported computer s network (Active & Passive) . Installed and Sat up Panasonic Telephone Box,
MDF and Manage Extensions . Installed and Sat up IP Cameras . Managed, Installed, Handled
and supported Cisco and Linksys VOIP systems . Understood and solved user's problems and
trained them Project Manager Education Bachelor's in Computer engineering Skills Product
Management, Product Development, Microsoft office (10+ years), Photoshop (10+ years)
Certifications/Licenses MCITP December 2010 to Present MCITP (Microsoft Certified IT
Professional) MCTS (Microsoft Certified Technology Specialist) . Windows Server 2008 Network
Infrastructure: Configuration . Windows Server 2008 Applications Infrastructures: Configuration .
Windows Server 2008 Active Directory: Configuration . Windows 7, Configuration . Server
Administrator Transcript ID: 943175 Access Code: Driver's License

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