

System Network Administrator System Network Administrator System Network Administrator Kent, WA Authorized to work in the US for any employer Work Experience System Network Administrator DAI Global LLC - Balkh, AF August 2014 to January 2019 Proactively be involved in desktop support issues, by identifying, researching and applying solutions to a wide variety of technical issues Diagnose and support hardware failures, operating system, application issues and network connectivity Monitor Network connection, Servers, Anti-Virus, Printers and Data backup daily and weekly Prioritize and schedule problem resolutions. Escalate problem resolutions to the appropriately experienced technician if locally not solved. Configure user accounts, user profiles, and GPOs within Microsoft Active Directory Domains Manage and maintain WSUS and Desktop Central and apply critical patches to ensure systems are up-to-date Deploy and Migrate end user workstations from Windows 7 to Windows 10 with the support of Server 2012 Serve as point of contact for Shared Drive, Copier, Mail Server, Printer and Cisco IP Phones Manage Users, Groups, OUs and Computers in Active Directory on Windows Server 2008 and Server 2012 Setup and Configure Wireless Routers and Access points in Office and Guest House Configure Routers and Cisco Switches, Install switches, Routers and Firewalls in Racks and manage cables Configure Dell SonicWall Firewall and Cisco Meraki Firewall for Office and Guest House Manage and Configure DHCP, DNS, FTP and VPN, make sure users can access Shared Drive & Mail Server

Encrypt all Laptops and desktops computers using Bit Locker, True Crypt and SecureDoc Installation, Maintenance and Configuration of IBM Notes, Microsoft Outlook and Office 365 and Office Package Configuration, maintenance and replacing parts of different types of laptops & desktops computers, such as RAMs, HDDs, Display screens, Keyboards and mainboards Ensure all new employees are set up properly and are assisted with the on-boarding process Respond in a timely manner to service issues, local and FreshService online ticket requests Other tasks as assigned by the supervisor Information Technology Support Specialist United Nations Office for Project Services - Kabul, AF October 2012 to August 2014 Responsible for overall support, maintenance and troubleshooting of all approved software related & hardware related environments of ASYCUDA IT systems Maintaining and supporting end user devices across the Customs and

Brokers Office Preparing and configuring new computers for Afghan Custom's staff and Brokers
Identify, research and troubleshoot IT issues, Manage Firewall and Anti-Virus Answer users
questions about ASYCUDA systems and applications and solve problems Provide superior
technology assistance to users in a timely manner, including setup, configuration, and basic
explanation via in-person or remotely via phone, and email Ensure workstations, network, phones
and software function properly and reliably Maintain a complete inventory and stock of all assets:
hardware, software, printers, and other technology assets Perform daily and weekly backups and
share it with Afghan Customs Department Responsible for training and mentoring other new
users. Ensure data security, Customs processed data backup and confidentiality Deploy and
Migrate over 200 laptop and desktop computer from Windows XP to Windows 7 Monitor Local
Area Network and Wide Area Network, Configure Routers, Switches, APs and Firewalls Manage
and Configure DHCP, Vlan and DNS Create and update network standards and ensure that the
network is deployed to the standards Information Technology Support Technician GIZ -
Mazar-e-Sharif, AF October 2011 to October 2012 Control and maintain the performance of
communication equipment for Local Area Network (LAN) and Wireless Area Network Installation
and troubleshooting of office computers, Hardware and Software Establish control systems to
ensure that all IT related equipment are in good condition to maintain satisfactory communications
between different users Ensure that the computers including internet, printers, photocopy machine
and camera remain fully functional for all users on a daily basis Ensure that the company laptops,
desktops and network resources are protected from malicious virus attacks Manage, Improve and
Configure LAN/WAN, Wireless Routers and Access Points, Deploy and Migrate OS Improve and
maintain the LAN/WAN and Wireless infrastructure Manage Windows AD environment Diagnose
and support hardware failures, operating system, application issues and network connectivity
Monitor help desk workload and prioritize work orders effectively Assess training needs and
develop new training or self-help materials Monitor, diagnose and repair Desktop and Laptop
Computers Other duties as assigned by the supervisor Project Manager for RADP-N Project
Acting DCOP Operations/Compliance Sr. Administrative Assistant DAI Global LLC, USA DAI

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7800 Education Bachelor's in Computer Science Preston University - Islamabad June 2007 to June
2011 High school or equivalent Bakhtar High School - Mazar-e-Sharif March 1994 to December
2006 Skills Vmware, Technical Support, Active Directory, Windows, Networking Links
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