

Product specialist Product specialist Product specialist - Macy's Anaheim, CA Looking for a position as an entry level IT Administrator where I can maximize my two-year experience. Work Experience Product specialist Macy's 2018 to Present Consult on high end furniture, mattress and rugs with wealthy clients. Place special order for individuals and business. Answer detailed questions about origin of each piece, including type of materials, location of manufacturing, and workmanship involved. Emailing, Fax, and phone calls to customer service and credit department to solve customers' problem. Sales Associate and Customer Service Dillard's 2017 to 2018 Processed customer purchases and returns Assisted customer on floor Performed inventory checks Phone calls customer service and credit department 1 IT and Network Administrator Pars Online 2014 to 2016 System monitoring Technical support Installing software and hardware Maintained network infrastructure such as switches and router Maintaining and repairing PC Troubleshooting different computer issues Configuring computer networks Providing technical support on-site or via phone or email Installing Windows Help the end-user to work with new apps and systems Education Diploma in Sama High Scholl Irvine Valley College 2019 to Present Skills ACTIVE DIRECTORY, LAN/WAN, TCP, TCP/IP, VPN Additional Information SKILLS Familiar with LAN/WAN, TCP/IP and VPN Effective Communication Wide knowledge of operating system and English/Persian application Fast learner Active directory MS Office 365 Suite Creative problem solver CERTIFICATE Professional Administrative Assistant, Wake Tech Community College, December 2016 to Present AutoCAD, Wake Tech Community College, June 2017 to Present Translators and interpreters, Wake Tech Community College, May 2017 CompTIA A+ 220-1001, June 2019 Notice: preparing for CompTIA A+ core2, Linux+ and Network+

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