Help Desk Technician Specialist Help Desk Technician Specialist Help Desk Technician Specialist - Advantage Resourcing San Francisco, CA Results-driven system admin/consultant with about 15 years' experience helping businesses improve IT operations and service management, Project, Support/ Hardware management and Administrator, process improvement, Security implementation and compliance. Lead projects for Hospitality solution and Retails; Design, Installation, software developer and maintenance Work Experience Help Desk Technician Specialist Advantage Resourcing - San Francisco Bay Area, CA June 2017 to Present Handle more than 30 tickets daily, providing Level I, II support to end users ? Control and monitor network for clients and provide hardware support for about 3000 devices ? Troubleshot more than 86 enterprise project tickets with a 100% success rate ? Replace and maintain server devices, data storage, network equipment, and data storage, HP Proliant DL380 G6, G7 & G9 Contractor PDS Tech - Oakland, CA October 2016 to Present Support Voting & Edge machines for more than 40 polling places during live elections ? Install, maintain, and troubleshoot data backup and closely monitor about 110 stations to ensure secure elections ? Manage security testing for voting stations ? Upgrade hardware / BIOS, maintenance and test more than 1800 devices for each elections System Administrator / IT Officer Embassy of Cyprus March 2006 to October 2016 Designed, implemented and maintained corporate network, remote offices and data center infrastructure. ? Configured and monitored VIS Visa Information System security systems, data recovery/back up and processes for 32 international offices ? Maintained and troubleshot monitoring devices for 5000 different devices globally ? Assurance of uninterrupted operations during building relocations and department expansions. ? Configured and maintained server rooms, routers, cabling, hubs, arrays, blades, LTO Decks, LAN/WAN, UPS, switches, patch panels, and large format/label printers ? Troubleshot workstations, printers, servers, finger prints and card reader devices ? Upgraded and supported POS systems for over 48 hospitality clients in Europe, designed the network, and user interface NCR- RealPOS70 and MICROS IT technician / Project Manager / System Administrator RMI IT - Dubai, AE March 2001 to December 2015 - U.A.E. ? Trained and new associates on POS system and key sales tactics in EU, UAE, QATAR and Iran ? Configured menus and inventory systems for

end user hospitality software ? Managed IT administration and client relationships for more than 180 hospitality locations and networks which supported 4000+ devices KFC, PIZZA HUT, COSA CAF , Carrefour, HARDIES. ? Designed, implemented and maintained LAN/WAN infrastructure for the office ? Maintained and supported network and hardware (PCs and Printers) for clients ? Monitored network vulnerabilities and configured hardware and software for all clients ? Trained end users on POS technology for more than 100 clients Education Bachelor of Science in Computer Hardware Engineering Azad University - Tehran, IR August 1992 to September 1996 Skills ACTIVE DIRECTORY, CISCO, CITRIX, VMWARE, VPN Additional Information Skills   Analytical and troubleshooting skills (Certificate A+)   Hospitality/Retail solutions: (NCR, MICROS) POS, KDS, IPad POS / Handhelds, Remote /Thermal printers, Aloha, Oracle Xstore and Restaurant Manager. Operator Systems: Windows 7, 8, 10, migration MDT & USMT, Windows Server 2008/2012, Mac all OS, Linux   Hardware troubleshoots: Hands on experience in installing, troubleshooting and fixing Desktops, Servers, and Printers, Laptops (Lenovo, Apple, HP, Dell, and SUN) and other computer peripherals hardware problems as well as desktop applications.   Phone and Video conferencing: Working knowledge with voice and video conferencing solutions VoIP, Zoom   Ticketing Systems: JIRA service desk   Software: MS Office Suite, Microsoft 365 Personal, Active Directory, Enterprise G-suit, JAMF, Adobe Suites,   Virtualization: XenDesktop, XenApp, VDI system, VMware, Citrix Network: Cisco switches/routers, VPN, SSL, VNC, WAN, LAN

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