Computer Management Assistant Computer Management Assistant Computer Management Assistant US Embassy - Kabul Pine Brook, NJ Work Experience Computer Management Assistant US Embassy - Kabul February 2015 to July 2019   Customer service and IT help desk support   Supporting users over the phone   Supporting, monitoring and troubleshooting the US Embassy's local area network (LAN)   system backups and restorations   Imaging Windows 10 laptops, and desktops using cloning machine and WDS server   Network infrastructure including cabling and troubleshooting of network connectivity   Cisco switch maintenance and configuration   Palo Alto Firewall configuration and maintenance   Installing and Maintenance of digital senders, network printers and all end user systems   Maintenance, troubleshooting and installation of file servers and other network devices ICT Officer International Executive Service Corps - Kabul, AF September 2012 to January 2014 USDA funded project - Kabul September 2012 to January 2014   Customer service and IT help desk support   Supporting end users for their technical issues in hardware, and software   Assisting users in issues with different applications   Troubleshooting technical issues in network printers, and digital senders   Educating end users in Windows 10 and other applications   Performing system backup, and restoring users data   troubleshooting and installation of file servers, print servers   Cisco switch maintenance and configuration   Installing and configuring computer equipment and software   Troubleshooting computer and application problems   Configuring emails in mobile devices, like iPhone, Samsung, Blackberry, and Tablets Network Administrator Afghan Wireless Communication Company - Kabul, AF December 2006 to August 2012 In this company i have worked as IT support Engineer, NT-HLR Engineer and System Administrator.   Customer service and IT help desk support   Network devices installation, configuration and troubleshooting (Cisco switch, Access Points and network Rack)   Assisting users with their VPN, and RSA token issues   Creating incident tickets   Remote desktop support   Critical incident notification and support   Modifying, maintaining and updating software, such as firmware, drivers, anti-virus, Windows Service Pack updates   Managing user accounts in Active directory for group policies, and security permissions   Conducting systems support activities, such as network, server and system monitoring and troubleshooting   Infrastructure support (Cabling,

patching and tipping (fiber and copper cables) Education Bachelor's in Computer Science Kardan University 2009 to 2012 High school or equivalent Ghulam Haider Khan High School 2003 to 2005 Skills Customer service, Active directory, Cisco, Switching, Networking, Firewall, Cabling, Fiber optic, Windows 7, Mac, Mac os Certifications/Licenses ? Palo Alto Networks Certified Network Security Engineer May 2019 to May 2021 ? Cisco Certified Network Associate (CCNA R&S) May 2019 to June 2022 Microsoft Certified Solutions Expert (MCSE) Present CompTIA Network Infrastructure Professional - CNIP January 2017 to January 2022 CompTIA IT Operations Specialist CIOS January 2017 to January 2022 CompTIA Server+ August 2017 to February 2022 CompTIA Network+ July 2016 to February 2022 CompTIA A+ May 2016 to February 2022 Additional Information Skills   Customer Service, Palo Alto Firewall Administration, Cisco Switching, Cisco Routing, Windows Server Administration, Network infrastructure (Design, Cabling and Tipping), Fiber Optic Tipping, Windows, Technical Support, Active Directory, Networking, Windows 7 & 10 and Mac OS.

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