

Sale Representative, Supervisor Sale Representative, Supervisor IT help desk technician Herndon, VA Providing great customers support to network users. Ability to analyze and determine many IT issues in a timely manner. Quickly learn and master new technology; equally successful in both team and self-directed settings; and proficient in a range of computer systems, languages, tools and testing methodologies. Work Experience Sale Representative, Supervisor 1st Choice Auto Sales - Fairfax, VA September 2017 to May 2019 Designed an application to make choosing car and calculate tax easier Negotiated prices or terms of sales and service agreements Responded to telephone inquiries by providing quality service to customers and associates Emphasized product features based on analyses of customer's needs and on technical knowledge of product capabilities IT Analyst, Sale Representative MyEyeDr - Arlington, VA August 2013 to August 2017 Ranked in top 3 in associate sales in entire company Managed users using acuity software, Active Directory Scheduled appointments, updated system with most recent contact System Upgrades & Optimization Lab Technician, Lab Supervisor Vision Works July 2011 to July 2013 Analyzed and troubleshoot technical failures and provided corrective actions on production and test related issues Tested and calibrated lab equipment in preparation for specific tasks Created label for equipment that was needed to be send to corporate Prioritized tasks to meet goals and ensured product quality Meet on-call obligations, Interviewed, hired, and trained IT Analyst Associate, Security, Backup & Recovery Solutions Sarban - Tehran, IR October 2005 to August 2007 Synced all the systems with printers and scanners Commended for quickly resolving complex issues including system crashes, network slowdowns, connectivity problems, security breaches, virus infections, Virus Detection, Removal & Preventionand more Set up secure WiFi, LAN and VoIP networks at remote locations, leading client/server configuration and performance-tuning of crucial infrastructure to ensure seamless business operations Rebooted and installed Microsoft windows, Antivirus, and many more Education Bachelor in Information Technology George Mason University - Fairfax, VA May 2020 Associate degree of Science in Technology Northern Virginia Community College - Annandale, VA Skills ACTIVE DIRECTORY, CISCO, DHCP, DNS, APPLICATION DEVELOPMENT, SCSI, PYTHON, ANDROID, IOS, LINUX, SUN, WIRESHARK, HTTP, Fibre Channel, QUALITY

CONTROL, PRINTERS, MAC, MAC OS, WINDOWS 10, PHOTOSHOP, Help Desk, Desktop
Support, Service Desk, Tech Support

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