IT Consultant Executech IT Consultant Executech Kent, WA Work Experience IT Consultant Executech Seattle, WA May 2019 to Present   Troubleshoot network issues.   Provide helpdesk support to clients.   Work proactively to improve clients' technology.   Deploying and setting up servers, networks, firewalls, switches, wireless networks, etc.   Answer chat and phone communications for client requests.   Complete ticketed support items in a timely fashion.   Provide support to junior-level admins.   Report to the office in Seattle weekly. System Network Administrator IT Specialist DAI Global LLC 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, iOS, Android 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   Manage and Configure DHCP, DNS, FTP and VPN, make sure users can access Shared Drive & Mail Server   Encrypte 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   Installation and configuration of Windows 7, 8, 10, iOS and

Android on Laptop & Desktop computers, Tablets, iOS and Android devices. Information Technology Support Technician GIZ / Mazar-e-Sharif August 2013 to July 2014 AF   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 Installation and configuration of Windows 7 on Laptop and Desktop computers, configuration of iOS and Android Education Bakhtar High School 2012 AD in DHCP Preston University July 2010 to 2011 Links http://Linkedin.com/in/mohammad

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