Yasir Habboo

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Professional Summary

Successful Computer Technician qualified to upgrade networks, software and hardware. Enthusiastic professional with background initiating malware protection and promoting cybersecurity policies. Exceptional skills in Windows and SQL Server applications.

Skills

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| * Hardware and software installation * Help desk support * Technical Analysis * Virus and Malware Prevention * Security Best Practices * Operating System Testing * Web Security * Technical Support | * Safety and compliance * Network Component Installations * Customer Service * Teamwork * Network configuration * Wireless Area Network (WAN) Architecture * Root Cause Analysis |

Work History

Residential technician senior 07/2018 to Current

COMCAST-XFINITY – Houston, TX

* Completed new connection, reconnects, and service changes for Comcast customer.
* Tested cables using tools such as volt-OHM meters, spectrum analyzers and signal level meters.
* Increased customer satisfaction by resolving Xfinity X1 video services, internet and voice issues.
* Worked closely with supervisor, network engineers, plant maintenance team to maintain optimum levels of communication to effectively and efficiently complete projects.
* Resolved conflicts and negotiated mutually beneficial agreements between parties.
* Used critical thinking to break down problems, evaluate solutions and make decisions.

Computer Technician 05/2016 to 07/2018

CSAT SOLUTIONS – Houston, TX

* Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
* Linked computers to network and peripheral equipment, including printers and scanners.
* Uploaded new software, rolled out updates and applied patches to windows servers upon release to thwart security vulnerability and bugs or flaw threats from penetrating networks.
* Analyzed hardware and software issues to identify troubleshooting methods needed for quick remediation.
* Work closely with team to ensure the output quality and numbers meet the expectation.
* Selected for special project to validate and trouble shoot 40 Dell computers and tablets flagged for safety issues.

Freelance Computer Technician 01/2015 to 01/2016

Self-employed – Huston , TX

* Collaborated with vendors to locate replacement components and resolve advanced problems.
* Tested and installed motherboards, processors and graphics cards on desktops and laptops for corporate staff.
* Monitored systems in operation and input commands to troubleshoot areas such as fix boot and rebuild BCD and network connectivity.
* Patched software and installed new versions to eliminate security problems and protect data.
* Removed malware, ransomware and other threats from laptops and desktop systems.
* Helped streamline repair processes and update procedures for support action consistency.

IT Support Technician 01/2012 to 01/2014

Al-koukh co – Baghdad, Iraq

* Implemented warehouse management system which help to lower the operation expenses by 10% also optimize the supply chain.
* Implemented POS system to all 9 main stores which help to shift the business environment and increase sales by 20%
* Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
* Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
* Assisted customers in identifying issues and explained solutions to restore service and functionality.
* Explained technical information in clear terms to non-technical individuals to promote better understanding.
* Documented all transactions and support interactions in system for future reference and addition to knowledge base.
* Resolved system, hardware and telephone issues within 2 hours, improving efficiency among all departments.

Education

Master of Science: Information Systems W/ Graduate Cybersecurity Cert 05/2021

University of Phoenix

Member of National Society of Leadership and Success

Bachelor: Computer Science 2011

Almustansiriyah, University, Iraq - Baghdad

Internet Computer Core Certification ics3 2010