**ABDUL HAFIZ GHANIZADA**

**(253) 508 8866 l aghaniza25@gmail.com**

**Kent, WA 98030**

Seeking a job for an Entry-level Information Technology position with Amazon where I can make the best use of my problem-solving, customer service, and communication skills, and experience in identifying, researching, and resolving various technical issues to provide support to end users and increase the organization's growth.

**Education**

Associate’s degree in Computer science - Renton Technical College December 2022

Certificate of Database Administrator, Aptech Computer Education September 2015

Certificate of High School, Mohammad Alam Faiz Zad October 2006

**Skills**

* Programming Languages: C#
* Microsoft SQL Server
* Skilled in Operating systems: Windows, iMac/iPad/iOS, Google Chrome, and Firefox. Office Tools: MS Office Suite including Word, Excel, PowerPoint, and Outlook
* Software installation and migrating files from one device to another.
* Connecting a variety of wireless and Apple, Windows, and Android mobile devices.
* Installation and troubleshooting for a variety of devices, including mice, keyboards, switches, printers, scanners, cameras, projectors, multiple-display configurations for laptops, USB hubs and power systems, phones
* Soft skills including troubleshooting, problem-solving, critical thinking, time management, organization, and good customer service
* Read and understand Amazon’s leadership principles.
* Knowledge of Amazon’s functional/technical depth and complexity.

**Experience**

**Aug 2021** – **present**

**Badge Technician** **-** Allied Universal*/*Amazon Contract **–** Seattle, WA

* Helping Amazon Corporate employees and associates resolve their badging issues via phone, email, trouble ticketing, and in-person through a Walk-Up service.
* Generating, sorting and formatting different types of reports per customer’s request.
* Helping corporate employees and associates resolve their badging issues via phone, email, trouble ticketing, and in-person through a Walk-Up service.
* Utilize multiple computer systems and databases to verify the status of employees and contractors.
* Providing operational management to include day-to-day operation, maintenance, and problem resolution of all computer systems, equipment, and software in the Badging Offices.

**Nov 2019- Aug 2021**

**Security Specialist -** Allied Universal Security Company **–** Seattle, WA

* Secured premises and personnel by patrolling property, surveillance monitoring, inspecting buildings, equipment, and access points, and permitting entry.
* Ensured the facility is provided with high-quality security services to protect people and property
* Reported safety concerns, security breaches, and unusual circumstances both verbally and in writing

**Feb 2015 – Sept 2019**

**Team lead for Interpreters/Translators –** US Army - Kabul, Afghanistan

* As a valued member of the staff, served as a lead translator, with the additional duty to assign and manage the work of the office translator team.
* Performed daily written and oral linguistics services for U.S Army NATO in Afghanistan.