



# Mohammad Amin Tayebi

Ref : C1325-379

📞 Mobile:+98 -09123278752

📞 Mobile:+98 -9100192028

✉ amintayebi34@gmail.com

## SUMMARY

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- Profile: Male , 28 , Single
- Nationality:
- Current Location: Iran, Tehran
- Current Position: Technical Support Expert
- Company: TelC
- Military Service: Completed
- Salary expectation: Not Specified

## WORK EXPERIENCE

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TelC

📍 Iran, Tehran

💼 Front Office Enginner

📅 Jan 2019 - Dec 2021

Familiar with Huawei products

Payment monitoring with BICP software

FO group leader team

report to employer

Familiarity with LBMS management software

Dashboard.sd.mci

Acquaintance with MCI ticketing process

Training of 5 people in this basin

Introduction to PRTG software

Familiarity with MCI infrastructure



TelC

📍 Iran, Tehran

💼 Technical Support Expert

📅 Dec 2021 - Now

----- linux administrator -----

User account management

Structured Query Language (SQL)

Network traffic packet capture & Network switches

Bash Scripting

Cron Jobs & Task Scheduling

User & Permissions Management

Log Management & Systemd Journals

Disk Partitioning, LVM, Filesystem Management

Process Management & Resource Monitoring

lpic1&lpic2

(Wireshark&TCP&PCAP)

Backup and restore

Hardware setup and troubleshooting

Network routers and firewalls

----Virtualization Skills----

VMware ESXi Administration (installation, configuration, VM deployment, snapshots)

vCenter Server Management (cluster creation, distributed resource scheduling, HA configuration)

vSphere Client / Web Client Usage (centralized management of host & VM resources)

vMotion & Storage vMotion (live migration of VMs and storage optimization)

Virtual Networking Configuration (vSwitch, VLAN tagging, NIC teaming)

Backup & Disaster Recovery (Veeam, rsync automation, snapshot chain strategy)

Server Lifecycle Management & Optimization (performance tuning, template creation, cloning)

Storage & Resource Allocation (datastore management, thin provisioning, shared storage management)

Monitoring & Performance Analysis (vRealize Operations basics, performance charts, hardware alerts)

----- VOIP -----

Design entire networks or portions of networks that

include selection of hardware and software packages

Able to capture, analyze and troubleshoot SIP header

Deploy and provision new VoIP handsets

Dialplans&AMI

Hands-on experience in Network routers and devices

----- DATABASE(MariaDB&Oracle) -----

database security, integrity, and optimization

Develop and run periodic and requested reports

resolve performance and capacity issues

Manage user rights and permissions

Establish backup and recovery processes

----- Web Services & DevOps -----

Design and develop RESTful and SOAP web services for inter-system communication

Build and manage API layers with secure authentication (JWT, token-based auth).

Deploy and monitor services using NGINX, Apache, and Docker containers

Implement CI/CD pipelines in Jenkins and GitLab for automated deployments

Monitor service health using BICP, PRTG, and Dashboard.sd.mci.

Monitoring & Observability (Zabbix & Grafana) Designed and implemented enterprise monitoring systems using Zabbix and Grafana for centralized visibility of servers, VoIP nodes, and network services.

Built real-time analytical dashboards displaying key performance metrics such as CPU, memory, latency, and call QoS.

Configured intelligent alerts and notifications via email, Telegram Bots, and Webhooks for instant issue detection.

Integrated Zabbix with MySQL/MariaDB databases and RESTful APIs for automated data collection.

Connected monitoring layers with Grafana Loki, Prometheus, and PRTG for unified observability across network and cloud infrastructure.

Authored documentation and technical training to ensure reliability and troubleshooting efficiency for DevOps teams.

---- Monitoring, Observability & Automation (Zabbix, Grafana & Jira APIs) ---

Designed and implemented enterprise-level monitoring frameworks using Zabbix and Grafana, providing centralized visibility over servers, VoIP systems, and network services.

Built real-time visualization dashboards to track critical performance metrics such as CPU, memory, network latency, and call QoS.

Configured intelligent alerting pipelines via Email, Telegram Bots, and Webhooks for proactive issue detection and rapid escalation.

Integrated Zabbix with MySQL/MariaDB databases and RESTful APIs for automated data aggregation and service correlation.

Connected observability layers using Grafana Loki, Prometheus, and PRTG to achieve unified monitoring across hybrid infrastructures.

Developed automation scripts connected to Jira API for automatic ticket creation, incident updates, and task tracking based on Zabbix events or Grafana alerts.

Leveraged Jira REST endpoints for synchronizing DevOps workflows, improving visibility between operations and development teams.

Authored technical documentation and training programs to enhance team reliability, response efficiency, and cross-system awareness.

## Support Team (I2)

Leading and training the technical support team specializing in VoIP and network infrastructure.

Managing escalated troubleshooting cases and ensuring SLA compliance.

Designing and optimizing ticketing and response workflows to improve issue resolution speed.

Coordinating between network, Linux, and development teams for end-to-end service stability.

Implementing system monitoring and reporting solutions for uptime analysis.

Mentoring new support engineers and conducting performance evaluations.

Managing backup, virtualization, and system maintenance for production servers.

--Task Automation & Workflow Orchestration Skills--

n8n Workflow Automation (integration of APIs, system tasks, webhooks)

Process Automation for system administration and service alerts

Custom workflows for VoIP monitoring, ticketing, and server health checks

Integration of Docker containers and Linux scripts through n8n

REST API orchestration between internal company micro-services

Automation using Bash scripts, Python, and cron jobs in hybrid workflows

## EDUCATION



2019 - 2023

**-Computer & Information Sciences -**  
**Bachelor(BSc/BA)**

Iran, Tehran

## LANGUAGES

- English Intermediate

## **ABOUT ME**

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In recent years, I have designed and managed communication solutions for both small and large companies—combining technical precision with a deep understanding of business needs. Expertise: Advanced VoIP systems • LAN/WAN infrastructure design and management • Network security (firewall, VPN, traffic monitoring) • Troubleshooting and optimization • Linux administration and virtualization. I enjoy working on next-generation VoIP protocols and cloud-ready network designs through strong teamwork.