Amirreza Dehdari
IT Support Engineer

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SUMMARY

IT support engineer with 3+ years of experience in tech support and networking, including a role as a Teaching Assistant in Network Security at Linnaeus University, Sweden. Holds a degree in Network Security and certifications in Cisco CCNA, Microsoft Azure, Linux System Administration (LPIC-1), and MS 365. Proven ability to troubleshoot, deliver exceptional support, and maintain composure under pressure, with a focus on enhancing user experiences and organizational performance.

SKILLS

- **MS 365 Service**: Exchange online, Intune, Teams, Azure AD (Entra-ID)
- **Network Troubleshooting**: TCP/IP, DNS, DHCP, IP Routing
- **Azure Service**: VM, Networking, Storage
- **OS**: Windows Server, Linux, Windows, MacOS
- **Active Directory:** GPO
- **IT Security**: Firewall, VPN, Endpoint security

WORK EXPERIENCE

LINNAEUS UNIVERSITY – Network Security Teaching Assistant   Mar 2024 – Jun 2024
A well-regarded university in Sweden, known for its research, innovation, and high-quality education.

- Spearheaded collaboration with faculty to overhaul the curriculum, integrating industry trends and technologies such as cloud and automation, resulting in a 40% increase in student satisfaction ratings.
- Directed bi-weekly hands-on lab sessions for 30+ undergraduates, focusing on firewall configuration, TLS VPN, and network hardening techniques, resulting in a 20% improvement in students' practical IT security skills.
- Instructed students in Linux fundamentals, command-line usage, shell scripting, and system administration tasks, resulting in a 90% student success rate in implementing services such as Apache web service and improving their understanding of Linux.

ANIMALS.AI – IoT/Networking Intern   Nov 2023 – Jan 2024
An international startup leveraging AI to innovate Sweden's agriculture industry.

- Configured a NAS with RAID configurations, enhancing data redundancy and fault tolerance for critical storage systems.
- Deployed a centralized bastion host for remote access, restricting direct access to the internal network, reducing the attack surface by 75%, and fortifying the security of the internal network.

IRIC CONSULTING – Technical Support and Network Technician   Feb 2018 – Jun 2021
An IT consulting firm specializing in Cisco, VMware and Microsoft services for small businesses and enterprises.

- Diagnosed and resolved diverse hardware, software, and network issues for 100+ end-users and delivered training sessions, significantly enhancing their technical proficiency and reducing issue recurrence by 40%.
- Crafted detailed troubleshooting documentation covering common issues, troubleshooting steps, and product features, resulting in a substantial reduction in average resolution time for support tickets.
- Administered Active Directory, including the configuration of user accounts and enforcement of group policies, which streamlined user account management and increased organizational efficiency through improved policy adherence.
- Enhanced security by incorporating Multi-Factor Authentication (MFA) and self-service password reset in Azure AD, achieving a 30% reduction in helpdesk support calls related to login issues.
- Implemented an MDM solution to secure and manage over 50 mobile devices within the organization, achieving an improvement in device security compliance and reducing security incidents.
- Configured a RADIUS server using Windows Server with NPS and AD, including 802.1x, to enhance authentication and authorization for both wired and wireless networks, improving network security and access control.
- Managed the onboarding process for new Exchange Online users, including configuration, training, and support, achieving a high user satisfaction rate during the initial rollout phase.

EDUCATION

LINNAEUS UNIVERSITY   Växjö, Sweden
Bachelor of Computer Science with Specialization in **Network Security**   Aug 2021 – Jun 2024

CERTIFICATIONS

- **Azure Admin AZ-104** (Issued by Microsoft) ● **CCNA** (Issued by Cisco) ● **Microsoft 365 Security** (Issued by Udemy)