BAHAREH KEFAYATI

PROFILE

- Available for part-time work in IT Specialist.
- Responsible and Professional and Experienced Expert with a demonstrated history of working in Internet Service Provider Industry and the Banking Industry.
- An organized and a problem solving person who can figure out the affair with discipline and patience.
- Proficient in Technical support, Microsoft Services and products, VMware vSphere, Monitoring Services, Backup Services, Storage Area Network (SAN), Linux.
- Remarkable experience in large-scale server environment
- Ability to manage stressful situations.
- Successful experience in a customer service environment

WORK EXPERIENCE

SamanBank,Tehran, Iran   **2011/12 - 2019/09**

Saman Bank is a private bank that strives to create real added value for its customers and to transform them into loyal clients through consistent delivery of quality services characterized by convenience, speed, and confidence.

Data Center Specialist
- Managed and resolved technical support requests to 3rd party vendors
- Performed Windows Server upgrades on Data center Servers, and the imaging and network configuration
- Problem solved network issues related to IP video multicasting, layer 2 and layer 3 services (VPLS and IES), DHCP issues, remote access, hardware failure, and link redundancy
- Responsible for contacting 3rd party vendors regarding service contract repairs.
- Ensure proper configuration of all operating systems, appropriate software, networks and firmware updates, using documented standards and procedures
- Setting up hundreds of distributed virtual machines hosting multiple operating systems. Troubleshooting and resolving any related issues.
- Ensured Data Center uptime time 24X365.
- Maintain expertise in all major operating systems.
- Configuration, setup EVA Storage,Hp c-Class blades, SAN (Storage Area Network),
- Performed regular maintenance on the servers to ensure issues were resolved quickly and never interfered with regular operations.
- Provided on-site physical and virtual support of technology infrastructure.
- Deployed and configured Windows, Linux, and OS X server operating systems.
- Installed and removed servers, network and infrastructure equipment.

- Worked closely with data center management to determine workload and resource commitments.

ShatelCo,Tehran, Iran   **11/2008 - 04/2009**

Shatel is an Internet Service Provider.It is the first ADSL2+ service provider in the country, and the first gigabit wireless network operator based on registered microwave frequency

Technical Support Expert

- Supporting ADSL service users and helping them solve software and network problems
- Performed troubleshooting techniques over the phone or via web messenger to identify and solve issues.
- Provided timely and friendly customer service to guarantee satisfaction.
- Evaluates existing and friendly customer service and recommend changes or develop new services and implement change or new systems.
- Demonstrate user's Internet traffic volume.
- Provide first-level technical support to end-users on proprietary software and applications including installation basic usage and appropriate service level to warranty.
- Effectively handle both favorable and unfavorable customer interactions.
- Gathered customer and technology information to determine technical support level; elevate calls to appropriate support level as necessary.
- Accurately processed and documented call transactions using tracking software.

EDUCATION

Institute of Technology Development of Canada, Vancouver   Current

Network Administration Diploma with Co-op.

Learning Focus: HTML and JavaScript, Website Building with CSS, Database and SQL

KahkeshanNoor,Tehran   Completed in 2017

VMware-VCP6 Diploma

Learning Focus: VMware VCP6-DCV, VMware advanced

AmirKabir University of Technology-Tehran Polytechnic,Tehran Completed in 2011

Master of Information Technology Engineering - Computer Networks

Learning Focus: Mobile and Wireless Networks, High-speed Computer Networks, Multimedia Networks, Strategic Planning, Security of wireless Network

Mojtame Fanni Tehran, Tehran   Completed in 2008

Microsoft Certified Solution Expert Diploma

Learning Focus:Windows Server, Net Infrastructure, Designing Network Infrastructure, Active Directory, ISA Server

Qazvin Islamic Azad University, Qazvin   Completed in 2006

Bachelor of Computer Software Engineering

Learning Focus: Software Engineering, Computer Architecture, Artificial Intelligence, Data Structures, Programming Languages.

CERTIFICATIONS

- Microsoft Certified Professional (MSP)   Microsoft
- Vmware Certified Professional(VCP6-DCV)   Kahkeshan Noor
- General Banking Certification.   Saman Bank
- Communication Skills Certification   Atieh Roshan