

# Mahdi Hamidi

Network Specialist

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## Summary

IT Support & Network Specialist with 5+ years of experience in IT operations, networking, and end-user support, including 4+ years in enterprise IT environments. Skilled in troubleshooting hardware, software, and connectivity issues, managing routers, switches, firewalls, and administering VMware environments (ESXi, vCenter, backups). Adept in Active Directory, with a strong focus on infrastructure reliability, customer support, and technical documentation.

## Experience

### IT Support & Network Specialist

Alborz University of Medical Sciences · 4+ Years

- Provided first- and second-level IT support to 350+ users, troubleshooting hardware, software, and connectivity issues.
- Administered and maintained network infrastructure (routers, switches, firewalls).
- Supported server and storage administration (VMware ESXi, vCenter, backup).
- Managed Active Directory accounts and IT assets.

### Technical Support

HIWEB (ISP) · 27 Months

- Answered customer questions and resolved service issues in a timely manner.
- Diagnosed customer issues by asking probing questions and write up repair orders.
- Coordinated equipment repairs and maintenance.

### Customer Premises Equipment (CPE) Technician

PARSONLINE (ISP) · 10 Months

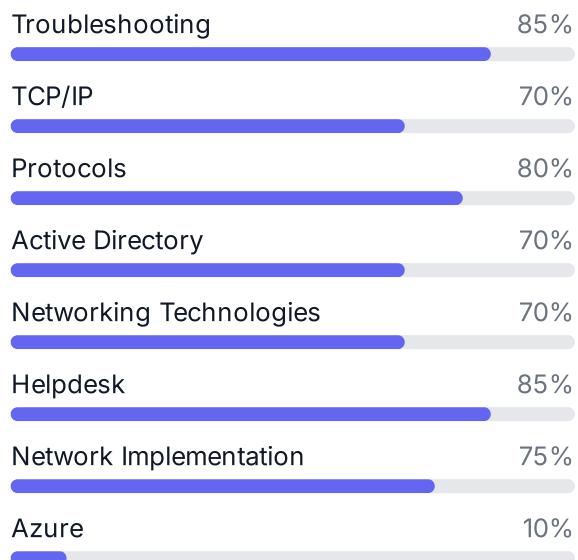
- Visiting customer sites (homes or offices).
- Installing and configuring modems, routers, and related equipment.
- Ensuring internet connectivity and testing performance.
- Educating customers on usage and troubleshooting basics.

## Education

### Bachelor of Information Technology Engineering

Payame Noor University - Iran (2011 - 2016)

## Skills



## Languages

- English** — Upper-Intermediate
- Persian** — Native
- French** — Basic

## Certificates

**CompTIA Network+**  
Rayancollege , 2018



**Cisco Certified Network Associate (CCNA 200-125)**  
Rayancollege , 2018



**Cybersecurity for everyone**  
University of Maryland , 2025

