

# 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

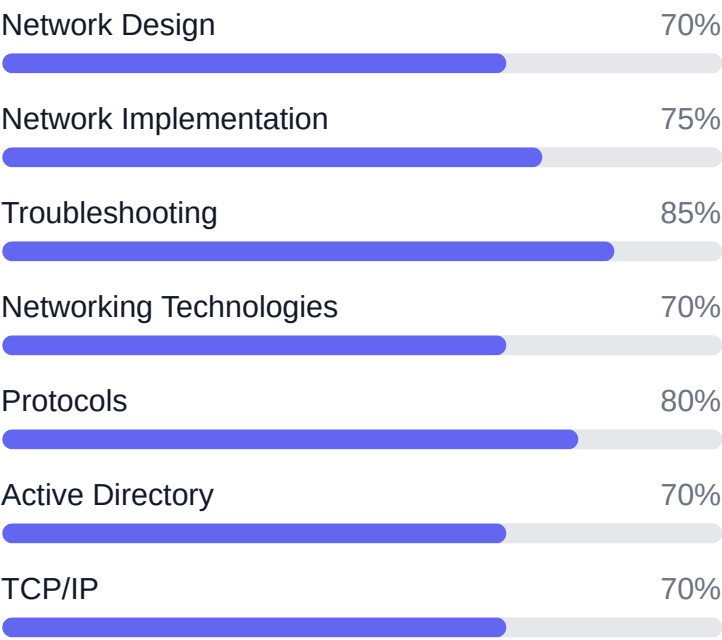
- IT Support & Network Specialist** Alborz University of Medical Sciences  
· 4+ Years

  - 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.

## Skills



## Languages

- English — Advanced
- Persian — Native

## Certificates

- CompTIA Network+  
CompTIA , 2020-11-20
- Cisco Certified Network Associate (CCNA)  
Cisco , 2021-05-15