

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.

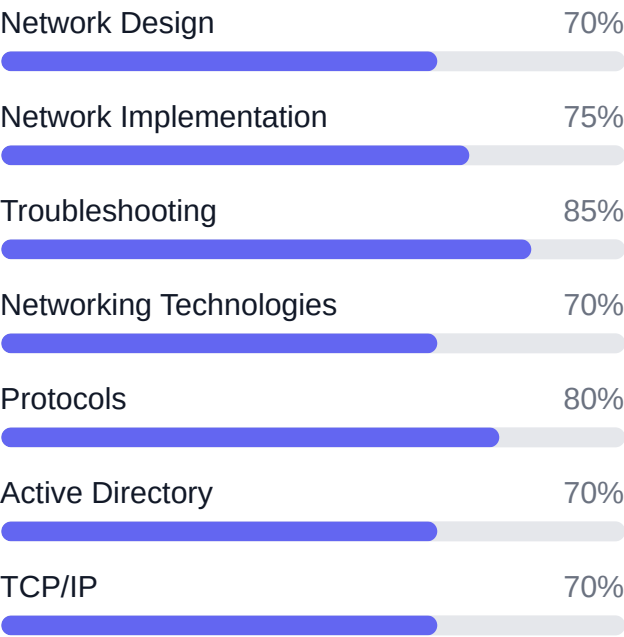
Technical Support HIWEB (ISP) · 27 Months

- 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