

# Mahdi Hamidi

Network Specialist

📍 Belvaux, Luxembourg  
✉️ info.busitech@proton.me  
📞 +352661199277



## 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.

## Certificates

### - CompTIA Network+

Rayancollege , 2018



### - Cisco Certified Network Associate (CCNA 200-125)

Rayancollege , 2018



### - Cybersecurity for everyone

University of Maryland , 2025



## Skills

Search skills or tags...

### Troubleshooting

85%

IT Support

Customer Service

### TCP/IP

70%

IT Support

Customer Service

### Protocols

80%

IT Support

Customer Service

### Active Directory

70%

IT Support

Customer Service

### Networking Technologies

70%

IT Support

Customer Service

### Helpdesk

85%

IT Support

Customer Service

### Network Implementation

75%

IT Support

Customer Service

### Azure

10%

IT Support

Customer Service

## Languages

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