**FATIMA MUSAWI**

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**Summery**

Hard-working, team-player with deep background in corporate IT, Networking and IT support, more than six years of hands-on experience in network configuration, administration and support professional environment. Ability to work in teams and collaborate effectively with people in different functions.

**EDUCATION | CERTIFICATIONS**

**Cisco: (CCNA 200-301):** May 8, 2020

**CompTIA (CompTIA Network+):** March 17, 2017

**Microsoft Certified Professional (MCP):** JAN 25, 2015

**(NIIT)Academy Professional Diploma Microsoft Network Engineering**  2012-2014

**Networks**

TCP/UDP, LAN/WAN, Ethernet, SNMP, ICMP, NAT, DHCP, DNS, EIGRP, OSPF, RIPv2, BGP, FTP, SSH,

Telnet, TFTP IPsec VPN.

**Professional Experience**

**Desktop Support Specialist**

**Technology Service Professionals / Working location "Texas Instrument" Full-time**

**Sep 2019-July 2020 – Dallas, Texas**

* Taking ownership of customer's ticket, researching and diagnosing, hardware and software
* Network troubleshooting windows OS and identifying solutions to resolve system issues as a technical Support responsibility.
* Configuring operating systems and using remote desktop connections to provide immediate support, including account setup and network configuration,
* Using Microsoft Deployment Toolkit capture to create custom image, ask customers targeted questions to quickly understand the root of the problem.
* Tracking computer system issues through to resolution, within agreed time limits, talking clients through a series of actions, either via IP phone, email or chat “**Cisco Jabber**" until they’ve solved a technical issue.
* Properly escalate unresolved issues with "**Cherwell"** ticketing system, update the journal notes for each ticket.
* Prioritize and manage several open tickets at one time.

**Information Technology Specialist Development Alternative Incorporated Full- time, Mar 2015-Nov 2017- Kabul, AF**

* Troubleshooting hardware and software issues, Managed **LAN** and **WAN** including cabling, switches, Cisco routers, **RIP, EIGRP, OSPF** routing protocol configuration, maintained **VPN**.
* Installing and maintaining hardware and computer peripherals installing and upgrading operating systems and computer software. Troubleshooting networking and connection issues
* Ticketing and messaging system, **FTP** services, Kaspersky Antivirus Protection Corporate edition. Responsible for installation of desktop images server Active Directory, Configured MS Windows 7,8, 10 Pro, MS Office Pro, Lotus Notes Domino and other

**Information Technology Assistant**

**Development Alternative Incorporated Full-time, Jun 2013- Apr 2014 – Kabul, AF**

* LAN installation, maintenance and support including routers and switch configuration.
* Running projects for municipality’s customer services, support database developers to setup networking.
* Handled workstation imaging "Image X", installation and maintenance Assisted in the planning and implementation of inventory tracking using Microsoft Excel.

**IT Administrator People in Need, Full-time - Jan 2011 – Dec2012 Kabul, AF**

* Maintenance and troubleshooting of LAN and WAN connectivity Network printer configuration and troubleshooting.
* Responsible for IT inventory management of hardware and software.
* Assisted with quality assurance of Internet-related functionality, wiring cable cat 6- cat 5 and build RJ 45 connectors. Responsible for procurement and support of IT department equipment
* Handled user outlook email setup and configuration. Delivered internal IT training.