**Morteza Alibabaei**

[Mahbud@gmail.com](mailto:Mahbud@gmail.com) – 07490597100

**IT Technical Support Specialist**

Solutions-driven professional with 10+ years’ experience providing rapid and client-focused technical support to 2500+ users. Demonstrated capacity to identify root causes and to direct users to lasting resolutions. Adept at articulating complex technical concepts to users with various levels of technical understanding. Well versed in a variety of common operating systems, applications, and hardware with a proven ability to master new tools and technologies quickly.

**Areas of expertise**

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| * Troubleshooting & issue resolution * End-user training & support * Client relationship management * Computer configuration management | * Root cause analysis * System implementation * Rapid ticket response times * Risk management |

**Certifications**

CompTIA Network+(2005), MCSE (2008), CCNA (2010), CEH, LPIC, ISO 27001:2013-Implementation, COBIT 5 Foundation Course, ISMS Foundation, ISO/IEC27005:2008, BS25999:2006, ITIL Foundation V3

**Platforms & Hardware**

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| Windows XP/Vista/7/8/10 Server 2003/2008/2012, iOS, Android, All desktops and Laptops, Printers, Scanners, Digital Projectors |  |

**Applications**

Microsoft Office, ESET / Kaspersky Anti-virus/ Backup, SCCM 2012, VMware, ServiceNow, Monitoring, AWS

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**Work Experience**

**Deployment Engineer – Caterpillar NI Aug 2019 – To date**

* Reporting to the IT Manager, providing 1st and 2rd line IT Support for internal company users at 3 offices and supporting windows 10 migration project.

**Service Desk Manager** **– Arak Petrochemical Company (ARPC) 2007 - 2018**

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| * Provided technical support for 2500+ users and ensured proper maintenance of workstations, printers, and peripherals * Responded to user service requests and expediently resolved trouble tickets to maximize system uptime * Deployed new workstations and printers, installing operating systems, applications, and drivers, and configuring network properties and hardware * Ran the day to day management of the Service Desk, ensuring that Customer SLAs and quality standards were met, and that the workload was allocated effectively to optimize available resource and skill levels * Assisted with the maintenance and delivery of ITIL and ISO processes and ensured industry best practice was adhered to * Managed 2st and 3rd line technical support for all users * Project managed of hardware departments such as: Time recorder, restaurant, changing desktop computers and printers, migration OS * Increased security and performance of systems by initiating installation of new anti-virus software (ESET Smart Security/Kaspersky) and critical operating system updates. |

**Network support engineer – Arak Petrochemical Company (ARPC) 2007 - 2018**

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| * Created domain control users and computer policy for different sites * Maintained network devices * Administered SCCM * Created virtual desktop for specific rules * Gained familiarity with HP DL380 servers * Identified potential risks, such as virus and malware attacks, and hacking * Assisted with the development and enforcement of information security policies and procedures * Information Security Risk Management, Security Monitoring, Threat and Data Analysis, Use Case creation & Modeling, protection strategy, practices, principles and control objectives. |

**Computer support specialist – Ista Electronic Company 2005 - 2007**

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| * Installed applications and coordinated all hardware/software upgrades * Designed and programmed AVR IC. |

**Software support engineer – Madad Bakhtar Company 2003 - 2005**

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| * Assisted 200+ users in resolving diverse hardware and software issues * Troubleshooted software for departments such as Human Resource, Finance. |

**Volunteer**

* **AbilityNet July 2019 – To date**
* **Storehouse Belfast May 2019 – To date**
* **Extern, Belfast 2018 – To date**
* **Action Ability, Belfast 2018 – To date**

**Education**

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| **ESOL A1, A2**  **2018 - June 2019**  BelfastMetropolitan College  **MA, Management Information Technology**  **2014 - 2016**  Tehran-North Azad Islamic University  **BSc, Hardware Engineer**  **1999 - 2004**  Arak Azad Islamic University |