**Ehsan Khosravi**

Email address: ekhosr@gmail.com

Disciplined and dynamic candidate with bachelor's degree in computer science. Highly experienced IT Support Engineer with strong background in hardware/software troubleshooting.

**Key Skills and Strengths:**

* 8+ years’ experience in computer support field.
* Efficient troubleshooter and problem solver.
* Customer service oriented: Ability to serve and communicate with different types of customers efficiently.
* Effective time management – Can solve complex system problems in minimum time.

**Professional Work Experiences**

**2016 -Present Accountant at Mandani Management LLC**

7000 Central Park Way Atlanta, GA 30328

* Managing accounts payable, accounts receivable, and payroll departments
* Coordinating weekly payroll for 90 employees
* Preparing monthly and annual company accounts and reports

**2012 to 2016 Computer Technical Support at E-RECYCLE USA**

4545 GRANITE DR, TUCKER, GA 30084

* Troubleshooting, upgrading, and fixing more than 1500 PCs, workstations and servers.
* Troubleshooting, upgrading, and fixing more than 700 laptops (Dell, HP, Lenovo, Toshiba, Gateway etc.)
* Replacing more than 100 laptop screens.
* Installing, troubleshooting and maintaining 17 security cameras (cabling, mounting cameras, etc.)
* Provide comprehensive hardware maintenance for customers.

**2008 to 2012 IT Technical Support at Bandar Abbas Arya Container Terminal (BACT)**

BACT Co., Shahid Rajaee Port Complex, Bandar Abbas, Iran

* Proficiency with installing and upgrading desktop and server operating systems, configuring and troubleshooting peer-peer and server-client networks.
* Familiar with searching account, resetting password, assign permission, disable/enable account in Active Directory.
* Proficiency in using ticketing system for 4 years.
* Provided translation on tickets and email from English to Persian and Persian to English.
* Providing helpdesk support to end-users of proprietary software
* Proficiency in supporting MS Windows XP, 7, MS Office; Word, Excel, Outlook.
* Proficiency in installing network Cat5e, Cat6 cabling.
* Provide technical support and troubleshooting assistance to personnel PCs, printer, and e-mail setup; hardware, software installation, OS, and related hardware issues.
* Configure network problems and troubleshoot connectivity for voice and data line.
* Replace and upgrade existing workstation hardware by replacing video cards, splitter cards, and printer cables.
* Upgrade to new workstations and migrate all data and software to the new systems. Test and confirm all new workstation are functioning properly. Provide end user support after migration.
* Check with user guides, technical manuals and support documents to research and find solutions.
* Installing, troubleshooting and maintaining 49 security cameras (cabling, mounting cameras, etc.)
* Collect, systematize and record problems and solutions log for use by technical support analysts.
* Publish a monthly newsletter providing helpful tips for users.

**Education**

**2008: Bachelor's Degree in Computer science**

Mobarakeh Azad University (MIAU), Mobarakeh, Isfahan, Iran

**2004: Computer Diploma:**

Shahid Haqani high school, Bandar Abbas, Iran

**Language**

Persian (mother tongue)

English (proficient)