Rouhollah Kamali
IT engineer

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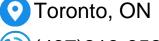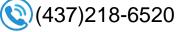
Summary

Results-driven Software Developer and a strong foundation in software development principles. Knowldege of .NETCore, with a solid understanding of programming, troubleshooting, and system maintenance. Adept at designing, developing, and maintaining software solutions, and excited to contribute to a collaborative development team.

Skill Points

- ✓ .NET Core for building and maintaining applications
- ✓ Knowledge of programming languages such as C#, SQL
- ✓ Ability to translate business requirements into technical solutions
- ✓ Able to work different shifts, and travel across establishments
- ✓ Troubleshoot hardware and software issues
- ✓ Knowledge of TCP/IP networking principles and protocols
- ✓ Experience with Active Directory, Group Policy, and directory services
- ✓ Proactive self-starter as well as a collaborative team player

Success Stories

- Created and deployed a .NET Core application that streamlined internal workflows, resulting in a 20% increase in productivity
- Designed and implemented user interfaces for web applications, enhancing usability and achieving a 97% user satisfaction score
- Appointed a self-service portal for network troubleshooting and support, leading to a reduction in support tickets and 97% user satisfaction scores as part of a team

Professional Skills

Technical IT and Computer Expertise

- Proficiency in Information Technology Infrastructure
- Knowledge of networking hardware, routers, switches, and access points
- Adept at desktop applications, such as email clients, web browsers, etc.
- Expertise in MS Windows/. and troubleshooting common issues

Organizational and Support Skills

- Client-focused approach with a commitment to delivering great end-user services
- Respond to user inquiries and resolve technical problems promptly
- Maintain accurate records of all support activities using a ticketing system

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Interpersonal and Soft Skills

- Ability to build rapport with users and foster positive relationships
- Strong problem-solving skills to address user inquiries and resolve technical issues
- Capacity to work collaboratively in a team environment
- Stay current with industry trends and technologies

Professional Experiences

IT Support   **Jun 2019 – Ongoing**
Middle East Meyare Sanat Co.

- Collaborated with the development team to build and maintain software applications using .NET Core.
- Assisted in designing and coding features for web and desktop applications.
- Participated in code reviews and contributed to improving code quality and performance.
- Documented development processes and provided technical support for end-users.
- Engaged in troubleshooting and debugging software issues to ensure smooth operation.
- Assisted in system maintenance, including software installations and upgrades, which enhanced understanding of system requirements and software integration.
- Contributed to the redesign of applications and software to improve performance and functionality.

Education

B.Sc. in Computer System and Network   **Toronto, ON**

Kyiv Polytechnic university , Accredited by WES

Certification

Cisco Certified Network Associate (CCNA) Certification   **Toronto, ON**

Microsoft Certified: Azure Fundamentals   **Toronto, ON**