

# Suhrab Kabuli

## IT Engineer/ Helpdesk support

Spokane, WA - Email me on Indeed: [indeed.com/r/Suhrab-Kabuli/9d69cdc69335beaf](https://www.indeed.com/r/Suhrab-Kabuli/9d69cdc69335beaf)

### WORK EXPERIENCE

#### IT Engineer/ Helpdesk support

IAP Worldwide Services - Kabul, AF -

June 2016 to June 2017

- Managed the service desk and staff to provide technical support
- Maintained a high degree of customer service to assist customers in resolving hardware and software issues
- Communicated effectively in English

#### VTC Admin Assistant/ IT Engineer

Afghan Wireless Communication Company - Kabul, AF -

June 2015 to May 2016

- Cisco devices, Polycom devices, Tandberg, Crestron, ClearOne, Extron, AMX, Microsoft and REDHAT Server Operating systems, DELL Microsoft and REDHAT Server Operating systems, DELL and HP servers and Implementing, installation, configuring, integration and maintaining of Polycom devices such as MCU, RMX 4000, 2000, 1500, 1000, Gatekeeper DMA & CMA also RPRM, RPAD VPN, MGC, Group Serious, HDX, VSX and other Polycom Endpoints Cisco collaboration Server MCU, Gatekeeper, telepresence, and deferent cisco endpoints, Routers, Switches, CUCM. Active directory, DNS server, DHCP server and mail server/Exchange
- Maintained computers, printers and other communication equipment in proper functional condition
- Troubleshoot any software and hardware problems

#### IT Engineer

Green Zone ICT Services - Kabul, AF -

March 2014 to June 2015

- Provided technical assistance and support for issues related to computer systems, software, and hardware
- Installed, modified and repaired computer hardware and software IAW Dod and Army Policies
- Ran diagnostic programs to resolve problems and performed system updates

Jahaan Technology Corporation - Kabul, AF -

June 2011 to February 2014

IT Helpdesk/support

- Performed necessary IT and helpdesk duties to ensure the technical needs of the company were met

### EDUCATION

#### Diploma in Information Technology in Information Technology

Rana university of Afghanistan

2014 to 2017

**Diploma in Networking**

Sunshine University of Afghanistan - Kabul, AF

2011 to 2012

**Bachelor of Political Sciences and Law in Political Sciences and Law**

American University of Afghanistan - Kabul, AF