

Hamdollah shadmanmehr

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Professional Summary:

Dedicated and detail-oriented Desktop Support Technician with [8 years] of experience providing technical assistance to end-users, managing hardware, software, and networking issues, and ensuring system functionality. Skilled in troubleshooting, problem-solving, and maintaining high user satisfaction in fast-paced environments. Proven ability to communicate complex IT concepts to non-technical users effectively.

Core Competencies:

- Hardware, software, and network troubleshooting
- Network configuration and issue resolution
- Windows/Linux/mac OS support
- Active Directory management
- Network configuration and issue resolution (TCP/IP, DNS, DHCP, VPN)
- Remote desktop tools ▪ Ticketing systems
- Customer service and communication skills
- System upgrades and deployments

Professional Experience:

Desktop Support Technician

Central Insurance of Iran:

| Shiraz, Fars, Iran | April 2016 - June 2022

- Responded to and resolved technical support tickets daily, achieving a 99/99% resolution rate within SLA.
- Troubleshot and fixed software, hardware, and networking issues for [1500] end-users in a fast-paced
- Installed, configured, and maintained hardware components, operating systems, and software
- Diagnosed and resolved network connectivity issues, including VPN and Wi-Fi troubleshooting.
- Assisted with Active Directory user account creation, password resets, and group management.
- Documented technical procedures and trained staff on new software and hardware usage.

Shatel Co. (Internet Service Provider) | Shiraz, Fars, Iran | February 2013 - March 2016

IT Support Specialist:

- Provided Level 1 and 2 support for desktop, laptop, and network systems, including , deployment, and upgrades.
- Troubleshot hardware and software compatibility issues and resolved network-related challenges.
- Configured and supported mobile devices (iOS and Android) for secure email and application access
- Managed inventory of IT assets and coordinated procurement of hardware/software.

SKILLS

Technical Skills and Certification:

- MTCNA, MTCUME, MTCTCE
- ITIL Foundation
- CompTIA Net+ ,CompTIA A+
- Operating Systems: Windows, mac OS, Linux
- Tools: Remote desktop tools, diagnostic utilities, and imaging software
- Networking: TCP/IP, DNS, DHCP, VPN setup and troubleshooting
- Troubleshooting: Software, hardware, and network issues
- Productivity Software: Microsoft Office Suite, Google Workspace
- DHCP,LPIC ▪ Technical support
- Hardware Repair (advance)
- Computer Software (advance)
- Network Administration
- CCTV Configuration

Business Skills:

- Customer management: customer
- orientation, customer service responding, customer service listening and questions,
- Sales presenting, qualifying, introduction, servicing, completing, sales skills- advance gaining customer commitment, sales management effective sales team, telemarketing, time management plan, quality management - customer orientation.
- Quality Management- Understanding Current Performance and Causes Of Problems
- Strategic Decision Making- Complex Decisions & Decision Options, Strategic Decision Making- Negotiation Decisions, Strategic Decision Making- Group Decisions & Decision Results
- Business Problem Solving Problem-Solving Process
- Business Problem Solving- Critical Thinking and Information Analysis
- Advanced Interpersonal Communication- Customers and Vendors ,Sales Skills and Psychology
- Insurance Software (Advanced)

EDUCATION

Shiraz University | Shiraz, Iran

- Bachelor of Science, Software Engineering