**Hamdollah shadmanmehr**

[**hamid.shad.nyc@gmail.com**](mailto:hamid.shad.nyc@gmail.com)

[646-345-9701],NYC, New York

**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