Ghulam Hazrat Najafi

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Fully Work Authorized • No Visa Sponsorship Required • Open to Relocation

PROFESSIONAL SUMMARY

IT Officer with more than 5+ years of experience in information Technology industry; hardware and software, LAN, WAN and WLAN maintenance and troubleshooting, seeking an opportunity to utilize my knowledge and skills in networking, troubleshooting and Windows administration skills.

Key Skills

- **Certificate**: Microsoft Certified Professional, Technology Specialist (MCTS)
- **Virtualization**: Vmware (Workstation)
- **MS products**: Windows (Workstation / Server), Services (DHCP, AD, DNS, File Server), Office
- **Bandwidth management/sharing**: Microsoft ISA Server, Bandwidth splitter
- **Hardware:** Network Switches and APs (Cisco, Linksys, Netgear, TP-Link, D-link), Cabling
- **VOIP/Telephone**: Elastix, Linksys IP Phones, Analog PBX
- **Leading**: Being manager of two employees in OHG, and obtaing ISO certificate while i was the manager of IT department are two of my main aspects of task in OHG. At the end of year 2015, we could obtain ISO 9001 and ISO 1401.
- **Languages:** Persian, Dari, English

PROFESSIONAL EXPERIENCE

IT Officer Jun 2011 – Mar 2016

Omran Holding Group, Kabul, Afghanistan

Design, construction and consultancy firm offering services to local and international clients in private and government sectors; Annual profit of six million dollars with more than 1000 employees

- Managed all request and was responsible for company helpdesk, maintenance of Google Apps, office accounts, Windows OS versioning, and user applications such as AutoCAD
- Recommended procurement of computer systems, network, and internet services; managed transition between old and new IT assets, prepared repair material requests, purchase requests, and statements of work
- Maintained Cisco, Linksys, Netgear, Dlink and TP-Link switches and wireless routers
- Managed operation of company printers and copiers
- Guaranteed smooth transitions to new buildings by managing Ethernet cabling and duct installations for 2 buildings over 5years
- Maintained Analog and IP based Surveillance systems

Help Desk Feb 2010- Jun 2011

USAID Judicial Reform Implementation Project Tetra Tech DPK, Tetra Tech, Kabul, Afghanistan

- Provided tier 1 and 2 helpdesk support to PC users by telephone, RDP and in person in timely manner
- Collect, analyze and report the number similar tickets to upper level management (Monthly bases)
- Assign users and computers to proper groups in Active Directory
- Perform timely workstation hardware and software upgrades as required

EDUCATION

Dipla

Sayad Shirazi

PROFESSIONAL DEVELOPMENT / AFFILIATIONS

- Microsoft Infrastructure 2 2010
- Microsoft Infrastructure 1 2009
- Active Directory ,   2009
- Windows XP Professional, 2009