Hossein Saadatpour

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PROFILE

" I am a passionate computer engineer who dedicates a significant amount of time to upgrading both my computer skills and proficiency in the Danish language to integrate into society. I also have eight years of work experience in the IT department of the banking sector and two years in the IT department of a food company. I currently work at Control Baltic Company as an inspector, visiting various companies all over Jutland. "

Experience

2023 January - Present

Baltic Control - Inspection Company (Part-time)

- Checking the products against the client's specifications
- Quality, quantity, packing, and labeling checks of products such as food products, production line equipment, refrigerators, etc.
- Preparing reports containing all required information.

2016 June - 2022 August

Mellal Bank - IT department (Full-time)

Help Desk Support:
- Responding to user inquiries and issues through various communication channels such as phone, email, AnyDesk, chat, …
- Providing technical assistance and troubleshooting to end-users.

Hardware and Software Maintenance:
- Installing, configuring, and troubleshooting computer hardware and software.
- Updating and patching software and operating systems.
- Diagnosing and repairing hardware problems.

User Account Management:
- Creating, modifying, and deactivating user accounts and access permissions.
- Managing password resets and account security.

Remote Support:
- Providing support to remote and mobile workers.
- Setting up and configuring remote access solutions

2014 February _ 2016 June

Mellal Bank - clerk

- Sell drafts, money orders, travelers' cheques, foreign currency, rent safety deposit boxes, and open and close savings, chequing, and other account types.
- Answer customer inquiries and provide information on banking services.
- Check and balance automatic teller machine (ATM) transactions and edger entries payments.

2011 September _ 2013 November

Nooshin Dez (Iran) - IT support (full-time)

○ Backup and Recovery.
○ Ensuring data backups are performed and tested regularly.
○ Assisting in data recovery in the event of data loss or system failures.

Help Desk Support:

○ Responding to user inquiries and issues through various communication channels such as phone, email, or chat.
○ Providing technical assistance and troubleshooting to end-users
○ Set up and configure devices
○ Installing, configuring, and maintaining computer hardware and software.
○ Updating and patching software and operating systems.
○ Diagnosing and repairing hardware problems

Education

2005 September - 2009 September

B.Sc. **Computer Software Engineering**, Azad University of Dezful, Dezful, Iran

Skills

- SQL
- C++
- C#.net
- ICDL

Hubbies

- Swimming

- Ping – pong

- Going to the gym with my wife

- Playing video games