***HELMI TIRA***

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Technical Networking professional looking to obtain a challenging position that will give me the opportunity to fully utilize my technology skills and experience.

**Employment Experience:**

IBM Inc. – Tier 1 Support October 2017–Present

Atlanta, Ga

* Provides technical support assistance to clients and/or IBM field support (SSRs) using problem determination/problem source identification skills

**Walgreens - IT Support – Data Terminal Repair (DTR) Technician** **Smyrna, Ga**  April 2007 – September 2017

* Expertise with a huge variety of technologies, including LAN, WAN, CISCO, Windows NT, AS/400, CCTV, PCs, servers, MS Office applications, satellite telephony, Telnex etc.
* Maintain, analyze, troubleshoot, install and repair computer systems, electronic equipment, hardware and computer peripherals and networking products in Walgreen facilities, while maintaining documentation.
* Successfully setup entire infrastructure in brand new Walgreen stores, including: Industrial Satellites (HN 7700S), Routers, Switches (2950, 2960, 3560 and 3560 POE), IBM Servers, WinTIB (phone systems hardware and software), IBN (radio systems) and the CCTV systems
* Install Bosch and Ademco security systems in various Walgreen facilities
* Assemble IOS ,Phone Boards and Integrated Wiring systems
* Project management

**Maestro International – Superior Technician** December 2003- May 2005

**Sousse, Tunisia**

* Supervised other technicians (including arranging work schedules)
* Resolved technical issues and repaired printers (Quick Label System - multiple versions, Eltron, AP7.t, TTK 770, Zebra, Avery Dennison)
* Attended client meetings with Decathlon, Lee, Levi's, La redoute, M.DIA, etc.
* PMP

**Education:**

**Georgia Institute Of Technologies**

Web developer and web design (still at college)

**Chattahoochee Technical College**

Networking Specialist Associate of Applied Science, June 2014

**Sectorial Center of the Formation in Electronics**

Bachelor’s degree of Automation, Electronics and Industrial Computers, February 2004

**Skills/Experience:**

* Proven ability to work independently or as an integral part of a team to achieve objective.
* Strong team leader, led and supervised team of 20 members.
* Strong analytical and problem-solving skills.
* Linux( Ubuntu, Menth, Fedora,…)
* Cisco CCNA
* JAVASCRIPT, HTML,CSS, BOOTSTRAPS, REACT,FIREBASE,….

**Certifications:**

* Certified Fuji Film Technician
* CCNA certification

**Work Authorization:**

* U.S. Citizen

**LinkedIn :** <https://www.linkedin.com/in/helmi-tira-622ab3115>

What I enjoy is making creative tools to make designs come to life by using coding including ( HTML, CSS, BOOTSTRAPS, JQUERY , SQL, React, and …..).