▶Helmi Tira

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Objectives

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

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

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

Experience

IBM Inc. – Tier 1 Support
Atlanta, Ga   October 2017–Present

▸ 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 **Sousse, Tunisia** December 2003- May 2005

▸ 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

Skills

- 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,….

Certification:

- Cisco CCNA
- Fuji Film Certified

Work Authorization:

- US CITIZEN