# HAIDER A. HUSSEIN

IT Support Specialist

## PROFILE

Dedicated and results-driven IT Support Specialist with hands-on experience in technical support, network troubleshooting, hardware/software installation, and audiovisual systems. Known for quickly diagnosing problems, providing clear solutions, and delivering top-tier customer service. Seeking to leverage a strong foundation in IT and AV technologies in a dynamic support role.

## CONTACT

210.537.8717

Taylor, TX

Haedar_hm@yahoo.com

## AFFILIATIONS

CompTIA Member

## REFERENCES

Available upon request

## EXPERIENCE

### AUDIO VISUAL TECHNICIAN|RIGHT TECHNOLOGIES|AUSTIN, TX
*SEPTEMBER 2024- FEBRUARY 2025*

- Set up projectors, microphones, and AV systems for events
- Managed AV inventory and supported live technical operations
- Maintained AV inventory and supported live technical operations

### IT/AV SUPPORT SPECIALIST|TRADESTAR STAFFING| AUSTIN, TX
*APRIL 2024- OCTOBER 2024*

- AV installation and troubleshooting in diverse environments
- Provides on-site tech support, resolved AV/network issues in real time
- Ensuring safety and technical compliance with AV system installations

### FIELD ENGINEER- AV SYSTEMS | EOS ITS | AUSTIN, TX
*FEBRUARY 2023- OCTOBER 2023*

- Supported structured cabling, rack building, and AV system integration
- Diagnosed and resolved technical issues across hardware and network layers
- Provided tech support to event staff reducing technical delays

### LEAD SYSTEM TECHNICIAN | ROSENDIN ELECTRIC | AUSTIN, TX
*FEBRUARY 2021- FEBRUARY 2023*

- Managed system performance, documented infrastructure, and implemented improvements
- Provided training and guidance for team members and new technicians
- Worke with clients to ensure system requirements and timelines were met

**DEBUG ENGINEER | FLEX ELECTRONICS | AUSTIN, TX**
*FEBRUARY 2019- JANUARY 2021*
- Conducted system diagnostics, testing, and performance evaluations
- Analyzed schematics and collaborated with engineering teams on troubleshooting

**DATA CENTER TECHNICIAN | IES COMMUNICATIONS | SAN ANTONIO, TX**
*JUNE 2016- APRIL 2018*
- Handled installation and maintenance of network/server equipment
- Led process improvement projects for data center efficiency

## EDUCATION

**NETWORK ENGINEER PROGRAM | DECEMBER 2025**
*CYBERTEX INSTITUTE OF TECHNOLOGY*
CERTIFICATIONS: COMPTIA: IT FUNDAMENTALS, NETWORK+, SECURITY+, LINUX+, AUDINATE DANTE PRO AV NETWORKING LEVELS 1-3, OSHA  30
CISCO: COMPUTER HARDWARE BASICS, INTRO TO MODERN AI, INTRO TO IoT
A+ (IN PROGRESS)

**HIGH SCHOOL DIPLOMA | 2007**
*AL WAHDA - BAGHDAD, IRAQ*

## SKILLS
- Hardware & Software: Computer assembly, formatting, upgrades, troubleshooting
- Networking: TCP/IP, LAN/WAN, VPN, network support, cable termination
- Support Tools: Remote desktop, ticketing systems, diagnostics tools
- Systems: Windows OS, Microsoft Office, basic virtualization and cloud services
- AV Equipment: Creston, Extron, Poly cameras, projectors (Epson), Dante audio networking
- Tools: Digital multimeters, mobile device support, rack fabrication
- Soft Skills: Communication, organization, time management, problem solving, customer service