

Mohammad Javid Moradi

+1 (916) 280-4794

Moradi.javid@gmail.com

2259 Northrop Ave APT 65, Sacramento CA, 95825

Summary: - Entry-level IT support professional seeking a full-time role in Information Technology. Recently completed the Google IT Support Professional Certificate — an eight-month IT support program that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes hands-on labs. In addition; pending earning Associate Degree in IT field

Experience

01/2017 to 07/2018 & 03/2020 to 12/2020

Customer Service Representative

Maximus, Rancho Cordova

- Responds to inbound 800-line calls and completes outbound support calls,
- Assists beneficiaries in enrolling/dis-enrolling in managed care plans.
- Assists beneficiaries with medical exemptions and waiver inquiries. Provides beneficiaries with status of enrollment/disenrollment, medical exemptions, and waivers.

07/2018 to 10/2018

Material Handler

Volt – Contracted with Apple Inc, Elk grove

- Working with electronic products and telephone mobile devices.
- Enter product information and received units into tracking software.
- Receiving item into Tracking software. Performing testing/repairs after items are received and audited.

09/2015 to 11/2016

Senior Project Advisor

PAE, Afghanistan

- ensure compliant operations in conformance with regulations and policies, implementation of US Embassy Kabul Narcotics Affairs Section (NAS) operational strategies, and establishment of management targets and monitoring achievement of results
- Assists in developing and implementing reform, support, and capacity building programs that reflect the needs of the GDPDC operations and administration
- Attend corrections and justice sector-related meetings. Provides advice on strategies, policies and plans affecting project operations, delivery of training, mentoring, and advisory services
- Works with local staff personnel to obtain and provide

Highlights

- Administrative support
- System administration
- Customer Services
- Microsoft Office Certified
- Project Management
- Networking
- Network Security
- directory services

Education

Associate Degree – Computer Science
Sacramento City College, 2021
Google IT support Professional
Certificate
Google, 2021

LinkedIn

[linkedin.com/in/mohammad-javid-moradi-1573896b](https://www.linkedin.com/in/mohammad-javid-moradi-1573896b)