**Dhiyaulhaq Shariff**

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**Work Experience**

**Desktop Support Specialist,** TruStone Financial Credit Union October 2021 – Present

* Active Directory Managing and creating domains.
* Access Management (Over 20+ Systems)
* Mitel Phone System
* ManageEngine ticketing system
* Software and Hardware repair
* Office 365
* Remoting into end user PC to resolve issues.
* Setting up new user accounts and terminating old users accounts
* Image, configuration and deploy new and existing PCs to users.
* Software Installs
* Phone & Online Support
* Receipt printers
* Check scanners
* Ricoh printer management
* Visiting multiple branches to fix technological issues.

**MCTC Gym Front Desk Receptionist** November 2018 - March 2020

* Greeting and signing visitors in.
* Assigned lockers.
* Showed users how to use Equipment.
* Trained Clients on how to work out, lose weight or gain muscle.

**Level 2 Desktop Support Analyst,** Regis Corporation, Edina, MN August 2016 - October 2018

* Active Directory Managing and creating domains.
* Document incident and resolution information in service-now ticketing system.
* Create, modify and delete user accounts in Active Directory.
* Software installation through SCCM software center.
* Worked in network closet.
* Build and deploy Desktop/Laptop with Window 7, 8.1 and 10 to 1000+ end users.
* Assisted help desk and service desk when they escalated tickets, they were unable to complete.
* Relocated users to new workstations, including moving and connecting assigned equipment.
* Diagnose, troubleshoot/repair and replace Desktop Hardware and peripherals.
* Windows Office 2013 installation/troubleshooting.
* Windows Operating system installation (Windows 7,8.1,10).
* Installation/ troubleshooting HP printers.
* Daily Communication with End Users on helping to resolve issue.
* Experienced troubleshooting over the phone.
* Tasked with getting board room ready for CEO and high official’s meetings.
* Password resets and unlocking locked accounts.
* Backing up data and wiping hard drives if needed.
* Encrypt sensitive data and decrypt data.

**Outreach Program**, UROC, Minneapolis, MN June 2015 Year – August 2015

* Improved communication skills
* Observing people to see how to get more customers.
* Talked with owners to see why revenue was going down and how to fix it.

**Salesman**, Kaleidoscope, Minneapolis, MN June 2013 – August 2014

* Read off a script to customers to sell many boxes of salsa
* Spoke in front of crowds to gain public speaking skills

**Honors/Awards**

* Best Employee of the month

**Volunteer Experience**

**Worker**, Volunteers Enlisted to Assist People, Minneapolis, MN August 2015 – December 2015

* Volunteered for 4 months
* Provided access to healthy food and water for kids

**Skills**

* Information technology
* In-depth knowledge of a range of software applications and operating systems.
* Technology Infrastructure
* Bilingual (Arabic)
* End user tech support.
* Linux (Ubuntu) Used Kali Linux
* Microsoft office
* Windows XP,7,8.1,10
* Office 365

**Education**

**University of Minnesota** August 2020

* Information Technology Infrastructure

**Minneapolis Community & Technical College** August 2017 – May 2020

* Computer Support and Network Administration degree.
* Microsoft Network Administration Certificate
* Linux Network Administration Certificate
* Information Technology Fundamentals Certificate

**Extracurricular Activities/ Internship**

**Genesys Works**, Minneapolis, MN **(Internship**) June 2016– August 2017

* IT Training
* Developed professional verbal communication and email communication skills
* Public Speaking Skills
* Learn and develop essential workplace skills
* Increase confidence, elevate career aspirations
* Microsoft PowerPoint
* Gained professional and technical skills
* Excel spreadsheet training

**Distance Runner,** Track and Field**,** Edina High School, Edina, MN March 2015 – June 2016

* Teamwork and leadership skills
* Risk talking learning how to deal with failure
* Listen to leaders and learned discipline