

MOHAMMAD HAMIDI

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mohammadhamidi.com

8208 161st Ave NE, Redmond, WA, 98052

EDUCATION

Northern Virginia Community College, Virginia

February 2016 - February 2018

Associate of Science., Information Technology

George Mason University, Virginia

March 2018 - February 2019

30 Credits, Information Technology.

WORK EXPERIENCE

Ricoh USA / Amazon

Aug 2019- Present

Technology Services Support Associate

- Provide first-level contact and problem resolution for multi-functional products located in any of the 35+ Amazon buildings downtown Seattle.
- Diagnose, troubleshoot, implement corrective action procedures and/or escalate to other technical resources as appropriate.
- Install, update, and configure software and operating systems (OS) to be used in offices, reception areas, and general work environments.
- After-hours on-call support for Amazon lockers, and Amazon-Go Stores.
- Updating firmware, replacing parts/sensors, installing/configuring new equipment, and general troubleshooting.

Wegmans

September 2014- July 2019

Catering Event Coordinator

- Create, compile and export invoice containing all information for each event
- Responsible for communicating with both clients and cuisine departments, to ensure client needs from start to completion.
- Maintaining inventory of food and catering supplies
- Increased business sales by building strong client relationships with key accounts.

SKILLS

Programming Languages: Java, Python, Swift, SQL, JavaScript, HTML, CSS

IDEs: Eclipse, jGrasp, Oracle Application Express, IDLE

Applications/Tools: Microsoft Office Applications, Adobe Dreamweaver, Adobe Photoshop

RELEVANT COURSEWORK

IT Architecture Fundamentals: Computer system's components, and data communication.

Advanced Database Management: Handling, planning and implementing large databases via SQL.

IT Troubleshooting: Analyzing problems and troubleshooting using procedural programming.

Discrete Structures: High-level pseudo code and discrete structures with focuses on problem- solving.

Introduction to Java: Introductory use of Java, the object-oriented programming language.