# MUNIR G. HADDAD

## IT Support & Technical Solutions Specialist

### CONTACT INFORMATION

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### PROFESSIONAL SUMMARY

Results-driven IT Support Specialist with 5+ years of experience delivering enterprise-level technical solutions. Demonstrated success in reducing system downtime, optimizing support processes, and maintaining 95%+ customer satisfaction rates. Proven ability to manage multiple priorities while delivering exceptional service in fast-paced environments. Advanced knowledge of troubleshooting complex issues, such as network printers, remote connectivity, software support, hardware issues, and Microsoft Office 365.

### PROFESSIONAL EXPERIENCE

#### Tech Support & Onboarding Specialist

**DoorLoop LLC, Miami Beach, FL | 08/2022 - 08/2023**

* Spearheaded implementation of automated onboarding workflows, reducing client setup time by 40% while maintaining 95% satisfaction rate
* Engineered and documented solutions for complex technical issues within 24-hour SLA, achieving 98% resolution rate
* Developed and maintained comprehensive knowledge base articles, reducing common support tickets by 35%
* Implemented new ticketing system workflows, resulting in 30% reduction in query resolution time
* Created and delivered technical training materials for new feature rollouts to 1000+ clients
* Collaborated with development team to identify and resolve software bugs, improving platform stability
* Managed complex data migrations and software integrations for enterprise clients
* Established new QA processes for testing software updates before client deployment

#### Help Desk Technician II

**Stinson LLP, Washington D.C. | 05/2018 - 09/2020**

* Orchestrated large-scale software deployments through System Configuration Manager for 500+ users
* Implemented automated scripts for common issues, reducing resolution time by 40%
* Managed and maintained Active Directory user accounts, group policies, and security permissions
* Created and maintained detailed documentation for technical procedures and troubleshooting guides
* Advanced knowledge of troubleshooting complex issues, such as network printers, remote connectivity, software support, hardware issues, and Microsoft Office 365.
* Experience supporting virtualization, VMware Horizon, VMware vSphere, VPN, Microsoft Endpoint Manager (previously System Center Configuration Manager), and Active Directory
* Established and maintained hardware inventory system, reducing asset tracking time by 50%
* Provided after-hours support for critical systems and emergency situations
* Collaborated with network team to resolve connectivity issues and optimize network performance

#### Systems Administrator

**Dark Web Security, ID Agent, Washington DC | 09/2017 - 02/2018**

* Enhanced sales team productivity by 15% through targeted technical support initiatives
* Optimized enterprise device management tools, increasing efficiency by 20%
* Implemented new security controls, resulting in 25% reduction in security incidents
* Achieved 99% success rate in corporate software package deployments

#### Additional Experience

**Assistant Caddy Master** - Chevy Chase Golf Club (2020-2021)

* Implemented digital solutions for inventory and scheduling management
* Supervised team of 20+ staff while maintaining technical systems

**Caddy** - Robert Trent Jones Golf Club (1999-Present)

* Demonstrated exceptional problem-solving and customer service skills
* Utilized technology tools for course management and performance tracking

### TECHNICAL EXPERTISE

* **Infrastructure:** Windows, macOS, Linux, Cloud Platforms (Office 365, Google Workspace)
* **Support Tools:** ServiceNow, Remote Desktop Solutions, MDM Platforms, Ticket Management Systems
* **Security:** Enterprise Security Controls, Access Management, Security Best Practices
* **Core Skills:** Technical Troubleshooting, System Administration, Process Optimization
* **Soft Skills:** Customer Service Excellence, Technical Documentation, Team Leadership

### EDUCATION

**AS Information Technology**  
Northern Virginia Community College