Hossein Amin Neman   neiman924@gmail.com |206.771.5104

Senior information technology and infrastructure specialist with more than 10 years of experience in various industries such as enterprise support experience, tech, and retail.

Technical Expertise: Active Directory, DNS, DHCP, Certification Authority, Group Policy, IIS, Desktop Deployment, Disaster Recovery, Network Design, High Availability Solution, iSCSI, SAN Storage, Monitoring, Analyzing, Troubleshooting
Cloud & Datacenter Management: VMware vSphere, ESXi, vCenter, Virtual box, FreeNAS, NAS Storage, EMC, HPE 3PAR
Support: Dameware Remote Support, Manage Engine Desktop-Central, Norton Ghost, PDQ Deploy software deployment tool, PRTG Network Monitor
Microsoft: Microsoft Servers, Microsoft OS, Microsoft Lync and Microsoft Skype for business, Microsoft Exchange, TMG & BWS
Messaging and Collaboration: Microsoft Exchange Server, LYN, MDaemon Mail Server, MS Outlook
Backup Solution: Veritas Net Backup, Veeam, Symantec Backup Exec

EDUCATION

Azad University, Bachelor Degree Graduation 2006 Tehran computer software engineering

Currently studying at UW Coding Boot camp (Full-stack development)

FusionTek.com: IT Helpdesk   **Helpdesk Technician | Oct, 2020 to Oct, 2021**

Diagnosis and troubleshooting software issues including Windows, Linux, and Mac, network connectivity / Supporting local and remote via IT ticketing system, email, desk-side support, and phone calls. Computer set-up, installation, troubleshooting, service, upgrades, and maintenance/ Following maintenance, protocols to ensure systems are secure and ready for users.

Digikala.com: IT Infrastructure Team   **Senior IT Infrastructure Specialist | Nov, 2015 to Sep, 2019**

Digikala is the largest e-commerce platform in Middle East with its headquarters in Tehran, Iran. Digikala offers same day delivery in Tehran and adjacent cities and offers next day delivery in 20 other cities. Digikala's internet services mirror western digital platforms such as Amazon. Per its CEO the focus of the company is expansion even if that means not being profitable which is how Amazon is operating. As a senior information technology and infrastructure specialist I was able to perform the following tasks:

– Provided Cloud & Datacenter Management to escalate faster response times to issues and generate effective disaster recovery by providing data center monitoring which helped teams identify issues related to device connectivity through polling, alerts, and notifications. I utilized the following technical tools within this process: VMware vSphere, ESXi, vCenter, Virtual box, FreeNAS, NAS Storage, EMC and HPE 3PAR

– Applied systems analysis techniques and procedures to determine hardware or software systems functionality. Utilizing data center expansion for disaster recovery. Using Veritas Net backup and similar solutions as our backup strategy. Ticket prioritization, queue and support to all Virtual Machine requests for more over 50 units per day.

Tehran Boston Co.: IT Infrastructure Team   **Senior IT Infrastructure specialist | Oct, 2010 to Oct, 2014**

Railways of Iran (RAI): IT Infrastructure Team   **IT Support Specialist | Aug, 2006 to Sep, 2010**

SAPCo: IT Infrastructure Team   **IT Infrastructure specialist | Aug, 2001 to Sep, 2004**