**Parisa G. Parsi**

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**Professional Skills:**

* Python and EV3 programming languages
* Sophisticated user of Windows computers including command line usage, Microsoft 365, Outlook, Lync, Word, Office, Excel, PowerPoint, Active Directory
* Set up of Macs and PCs, including writing and relaying instructions related to joining the domain and installing printers
* Vmware
* Wireless and Wired LAN’s
* EnCase 7 Forensic Software
* Ticketing systems such as ZenDesk, and Salesforce. ITSM, SL

**Education:**

Austin Community College Associate in LAN Systems Security Administration

GPA: 3.7/4.00 Associate in LAN System Network Administration

Course Work in Networking, Security, Operating Systems, Computer Forensics

NASA Community College Aerospace Scholars participant (2018)

**Experience:**

**MAC coordinator, BlackBox Network Service (2015 to present)**

Working in the Incident team, managing tickets, supervising technicians, working with vendors such as Cisco and Avaya.

**Tutor, Austin Community College (2019 - 2020)**

* Python programming language
* Microsoft Office (Word. Excel, PowerPoint)

**Home Depot IT support (2011 to 2014)**

In store operations team helping employees with password and applications tasks such as My Office, Fast, and Kronos. Troubleshooting technical errors and reimaging computers.

**Technician, ContactWorks (2014)**

Troubleshoot both wireless and wired connections, isolate and diagnose problems using commands like ping and traceroute. As required, reset passwords, verify connectivity, answer customer queries. Guide customers through various procedures to determine MAC and IP addressing issues. Check customer’s return signal, handle customer calls with patience and a smile.