

**SAMIULLAH KHWAJA**

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Permanent Work Authorization • No Visa Sponsorship Required • Open to Relocation

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**PROFESSIONAL SUMMARY**

IT professional with 8+ years of experience in IT Support and System Administration Technical Operation support, Software Development with a knowledge of side in Windows Server, Jamf, Air-Watch, JIRA, Confluence, Service Now, Okta, MacOS, AWS, Linux, Git, Jenkins.

**KEY SKILLS**

- AWS Certified - Cloud Practitioner
- CompTIA A+ Certified
- Implement, enforce and monitor standardized operating procedures and policies relating to IT Support and in alignment with ITIL standards.
- IT Support Specialist III: Leading a team of 4, white gloves technical support to the executives and C-Level personnel in a corporate environment.
  - o MacOS, Cellular, iOS, Office 365, Air-watch, Windows 10, Okta Admin
- Multi-Lingual: English, Persian and Hindi

**PROFESSIONAL EXPERIENCE**

**IT Support Specialist III**

**XOLV** Walnut Creek, CA

**May 2018 – Ongoing**

- Adhere to standardized operating procedures and policies relating to IT Support
- Support IT Support objectives / projects such as Win7 – Win10 Migration, MS O365 Migration for over 1000+ Employees in Corporate office and 7 Remote offices.
- AV support for Town Hall meetings within and outside the organization using Zoom Webinar for the Video broadcasting.
- Manage a team of 4 personal and provide white gloves technical support to the executives and C-Level Managers in a corporate environment.
- Suggest improvements to processes and procedures to improve efficiency
- Support VoIP desk phone system across the organization for over 700+ Polycom phones.
- Remote, chat, over the phone and walk-in assistance using Jira and Service Now – ITSM ticketing system
- Creating SOPs for how to resolve any known issues in Confluence.
- Provide training to new started technicians in the department.
- Review and QA any C-Level equipment deployment.
- Create user, grant access in AD Manager.
- Equipment deployment in for on-boarding employees.

**Computer Desktop Technician**

**UPS (United Postal Service)** UPS-Hub Lathrop, CA

**June 2017 – May 2018**

- Deployed and installation of Windows Operation system over the Ethernet in a **virtualized environment**.
- Performed Technology support in **Active Directory for users and Computers** such as Addition, removal and modify.
- Performed Technology Support for Customers and support UPS Core Technology solutions using online **Ticketing System** assigned by high level management and corporate.

- Resolved 8 - 10 tickets on daily basis to UPS Small Package, Freight and SCS locations to supporting UPS Technology Infrastructure.
- Performed Equipment exchange and recording inventory controls, software installations and program updates, troubleshooting and problem resolution on computer and Telecommunication systems.
- Trained users on supported software and hardware with understanding of technology from a user perspective as well as technical perspective.
- Assist users to resolve computer related problems such as inoperative hardware or software.

**Help Desk/Telephone Technician                      Dec 2015 – Jan 2017**

**Department of State** U.S. Embassy Kabul, Afghanistan

- Worked in a HIPPA/HITECH complaint environment for 13 Months
- Performed System administration such as Active Directory, DHCP, Laptop Desktop break fix and Hardware & software installation.
- Remotely support to distanced users and clients, windows 7, 8 and 10 troubleshooting, MS Office and Lookup configuration to mobile devices.
- Resolved an average of 5 tickets on daily bases using a US Embassy ticketing system and Microsoft SharePoint.
- Carried out transition of old TDM Telephone system to new VoIP Telephone system
- Performed Infrastructure Networking of US Embassy, Kabul for the old and new buildings and connected them through Fiber Optic SM/MM backbone
- Managed phone Master 6 application maintenance and PBX telephone system programming
- Managed and supervised 4 people for the projects like: Ladder Rack Installation, 42RU Rack Mounting, Installation of Cisco Switches, LANs with Fiber Optic and CAT-6 patch panels and have been successfully completed on time and less budget.

**IT Officer                      April 2010 – June 2014**

**USAID/Deloitte LLP**, Kabul, Afghanistan

*International consulting firm with 220,000 employees worldwide*

**EDUCATION**

**Bachelors, Computer Science                      2014**

**Kardan University, Kabul**, Afghanistan

*Ranked 1st and is the first private institution tertiary education in Afghanistan in the field of Information Technology/Computer Sciences and Business Administration.*

**PROFESSIONAL DEVELOPMENT/ASSOCIATIONS**

**AWS Certified – Cloud practitioner                      2018**

**Certified CompTIA A+ Certification                      2016**

**Code:** Q0WNENGN1HEQC2SY

**Verify at:** <http://verify.CompTIA.org>