

Shahrokh Tahmooreszadeh

Hornsby NSW 2077

Mobile: 0420 597 956

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<https://shahrokh-t-portfolio.netlify.app/>

Summary

Success-driven, results-focused, and adaptable IT professional skilled in computer systems, troubleshooting, and providing exceptional customer service

Recently completed *TAFE NSW Certificate IV in Information Technology & Google IT Support Professional Certificate* — an eight-month intensive IT support program that covers troubleshooting, customer service, networking, operating systems, system administration, and security.

Core Strengths

- Customer service
- Troubleshooting systems
- Help desk ticketing systems
- Active directory user management
- Office (Microsoft) 365 management
- Windows 10/11 administration

Technology Proficiencies

- **Microsoft:** Windows 8.1/10/11, Server 2016/2019/2022, Azure, Office 365, Microsoft 365
- **Virtualization:** Hyper-V, Oracle VM VirtualBox
- **Ticketing Systems:** ManageEngine, Jira
- **Security:** Windows Firewall, Windows Defender, Anti Malware, VPN
- **Networking:** TCP/IP, DNS, DHCP, LAN, Wi-Fi
- **Languages:** HTML, CSS, JavaScript, Python, SQL
- **Other Skills:** Technical training, troubleshooting printers and mobile devices, and familiarity with Linux systems

Experience

Amphore Pty Ltd / IT Support Officer

Jul 2021 - PRESENT, 4/6 Leighton Place, Hornsby NSW 2077

- Provided technical support and troubleshooting assistance to staff members, ensuring smooth operation of computer systems and software
- Conducted training sessions to educate employees on basic IT skills, how to work with Shopify platform and best practices for cybersecurity
- Assisted in the setup and maintenance of hardware, including computers, printers, and networking equipment.

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- Increased online sales and customer satisfaction by migrating the old-fashioned website to an ecommerce platform (Shopify)

Amphore Pty Ltd / Production Manager

Apr 2018 - PRESENT, 4/6 Leighton Place, Hornsby NSW 2077

- Developed and introduced new products after doing surveys among market customers
- Reduced production cost by improving the production processes
- Ensured compliance with workplace health and safety

Amphore Pty Ltd / Salesperson

Sep 2015 – Jul 2021, 4/6 Leighton Place, Hornsby NSW 2077

- Ran market stalls and displayed merchandise by arranging in appealing and orderly way to boost sales
- Offered each customer top-notch personal service, and polite support to boost sales and customer satisfaction
- Engaged customers in social conversations to create pleasant and easy shopping experience
- Listened to clients and developed solutions to satisfy business and personal needs
- Approached each problem with fresh mind and analytical strategies to quickly resolve concerns

Education

TAFE NSW / Certificate IV in Information Technology (ICT40120)

Dec 2022, St Leonards

Other certificates

Coursera / Google IT Support Professional Certificate

Apr 2022

Coursera / Google Data Analytics Professional Certificate

Feb 2022