Moheb Ahmadi

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**OBJECTIVE**

I am a competent individual in search for a position in Information Technology where I can utilize my skills for accomplishing company goals and the opportunity to upgrade my knowledge about the new and emerging trends in the sector.

**PROFICIENCIES**

* Cisco Routers, Juniper Routers, Alcatel Routers, DSL, DOCSIS, Ethernet, D-Link CLI/GUI, DHCP, Cisco Prime, ONT Networks, AMS Client, Panorama Client, Broad-hop, RXG networks, Telnet, SSH, Network Topologies, Team View, Remote Desktop.

**EXPERIENCE**

Access Media 3 – Tier II Technician August 2015 – Present

* Troubleshoot network connectivity issues across a wide range of routers and switches.
* Respond and resolve tickets in a timely manner.
* Identify any I.T related deficiencies based on scan or other I.T assessment test or techniques.
* Work as part of a cross-functional team to conduct proactive monitoring, remote diagnostic investigation and maintenance activities for all network nodes.
* Create and respond to work orders, change request, and trouble tickets.
* Provide support during large scale outages and disaster recovery efforts.
* Escalate problems to the appropriate engineering disciplines within the organization or external vendors as required to achieve resolution.

TCF BANK – Assistant managerApril 2009 – August 2013

* Resolve procedural questions referred by branch employees, and interpret company policy, while maintaining a focus on branch profitability.  Serve as a resource to bank personnel when dealing with difficult situations and transactions. .
* Supervise the work of all branch staff.  Interview and hire new personnel, provide on-the-job training, work direction and feedback, schedule staff to ensure departments are optimally staffed, initiate disciplinary action as necessary, assess productivity, prepare and conduct objective performance appraisals as scheduled.
* Maintain security measures and vault requirements established by management. Ensure personnel follow ID guidelines, protecting customer privacy and reduce exposure to losses.

EducatiON

* CompTIA A+ Certified
* 2009 | College of DuPage
* Attained over 60 course credits.
* 2009 | Downers Grove North High School
* High School Diploma