

## Towhid Reza

Highly motivated and results-driven IT professional with 5+ years of experience in managing and maintaining highly available, fault tolerant IT infrastructure. Adept at utilizing cutting-edge technologies to optimize system performance and enhance overall efficiency. Proficient in a variety of operating systems and experienced in cloud computing environments. Possesses excellent problem-solving skills and a strong ability to communicate technical information to non-technical stakeholders. A motivated team player dedicated to ensuring the seamless operation of mission-critical systems.

### Work History

#### **System Administrator, TEKKNET, Marina Del Ray, CA**

From: August, 2022 to present

Responsibilities/ Management of:

- Deployed Linux workstations running CentOS 9
- Created VMs for users using Vagrant, VMWare
- Supported and troubleshooting Linux workstations that have hardware, software and network connectivity incidents, test network connections
- Managed and supported system-wide permissions on workstations and local/remote Servers
- Managed Linux server health checks to critical Linux servers throughout our Eco-System
- Provided daily monitoring, management, issue resolution remote troubleshooting and to systems

#### **IT Support Associates, KLNtek, Santa Monica, CA**

From: September 2018 – June 2022

Responsibilities/ Management of:

- Assisted with customer's tickets, provided help desk support through Jitbit ticketing system
- Implemented and maintained Microsoft 365 active directory accounts for customers
- Managed Office 365 tenant's subscriptions and licenses and implement two-factor authentication
- Resolved issues relating to system crashes, poor network performance, virus infection, applications
- Responsible for managing all users using Active Directory
- Handled warranty claims from third-party vendors for defective devices

#### **Computer Lab Assistant, LACC, Los Angeles**

From: February 2018 – August 2018

Responsibilities/ Management of:

- Provided technical support to users across the organization
- Troubleshoot and resolved technical issues related to and network infrastructure

### Personal Info

Address

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Cell

(951) 269 7899

Email

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Web

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Towhidreza/

### Technical Skills

Cloud Computing  
AWS

Operating System  
Red Hat, Ubuntu,  
Windows

Virtualization  
Vmware, Vagrant

Networking  
TCP/IP, DNS, DHCP,  
VLAN, VPN

Scripting  
Bash, Python

Security  
Firewall, Anti-virus,  
End Point Protection

### Certifications

System Administration  
And IT Infrastructure  
Services by Google  
Credential ID:  
22JAYDC4TS3C

Technical Support  
Fundamentals by Google  
Recipient of the full phase  
Google Scholarship  
Credential ID:  
3A37XG4YSCUP

### Education

Associate of Science – AS  
Information Technology  
Los Angeles City College