Zahra Mirzaei

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IT Specialist

Summary

Experienced IT professional with over 10 years of technical support and problem-solving expertise for both personal and business computers. Proficient in current security standards and technology trends, and dedicated to monitoring user behavior to minimize security risks and ensure strong protections for valuable information and assets.

Passionate about continuous learning and keeping up-to-date with emerging technologies and best practices in the IT industry. Skilled in training and educating users on safe computing practices to prevent security breaches and data loss. A collaborative team player who recognizes the value of different perspectives and skills, and proficient in using cloud-based tools like Google Drive, Dropbox, Trello, and Asana for efficient collaboration and information sharing. Seeking a challenging opportunity in a dynamic organization that values innovation, problem-solving, and continuous improvement.

Technical Skills

- Microsoft MCITP
  (Windows Server, Active Directory DHCP, DNS, IIS)
- Microsoft Office and Webmail Server
- VMWARE
  (vSphere, ESXI, Managing and configure VM)
- MikroTik (Manage and Config)
- Cisco (CCNA)
- Backup Software (Veeam, Symantec, Acronis)
- Antivirus (Kaspersky, Symantec, Norton)
- CCTV (setup and config)
- AWS and Azure
- Microsoft Office 365
- Communication and Collaboration software
  (Microsoft Team, Asana, Slack, GitHub, Trello)
- Google Workplace
  (Google Drive, Google Docs, Google Meet, Google Calendar, Google Chat, Google Sheets, Google Chat, Google Slides, Google Forms)
- Hardware troubleshooting and repairing (Desktop and Laptop)
- SQL and Oracle

CAREER EXPERIENCE

Computer Technician, DTI Computer, Victoria, British Columbia   **Sep 2022 – Feb 2023**

- Identified hardware issues caused by component failures using approved diagnostic tools
- Checked computers and performed diagnostics for repair

- Upgraded laptops/desktops, improving speed and performance. Updated software versions with patches and new installations to close security loopholes and protect users.
- Updated or installed software for customers to ensure computer efficiency.
- Assisted customers with new computer and accessory purchases
- Educated customers on using windows and Microsoft programs and at-home maintenance.

IT Specialist, ASM Company, Tehran, Iran   **Jan 2016 - Aug 2022**

• Setup and stabilize Network, Users in AD, Analyze current processes and technologies

• Managed files and documents efficiently using OneDrive, allowing for easy sharing and access to important files from anywhere.

• Experienced in collaborating with team members across different locations using Microsoft Teams, resulting in improved communication and productivity.

• Used Microsoft Outlook to schedule and manage appointments, meetings, and emails, ensuring timely and effective communication with clients and colleagues.

• Typed Monthly Reports about the condition of the IT department

• Responsible for hardware and software installation maintenance

• Overseed the annual IT budget and ensuring cost-effectiveness

IT Specialist, ABG Company, Tehran, Iran   **Jan 2012 - Dec 2015**

- Stabilized the CCTV system for the company (Digi fort) and maintenance it
- Setup policies and access to clients in the network
- Managed the company mail server
- Ensured all systems run smoothly and efficiently ensuring security and privacy measures are in place monitoring security certificates and ensuring the organization's compliance with requirements Type
- I was responsible for hardware and software installation

IT Specialist, Douran Group, Tehran, Iran   **Jan 2007 - Dec 2012**

- Stabilized Network, Users in AD, Analyze current processes and technologies
- Monitored security certificates and ensuring the organization's compliance with requirements
- Setup policies and access to clients in the network

EDUCATION

Diploma in Software Engineering Technology   **Jan 2023**
Centennial College - Toronto, Canada

Bachelor of Computer Software Engineering   **2009**
Qazvin University - Qazvin, Iran