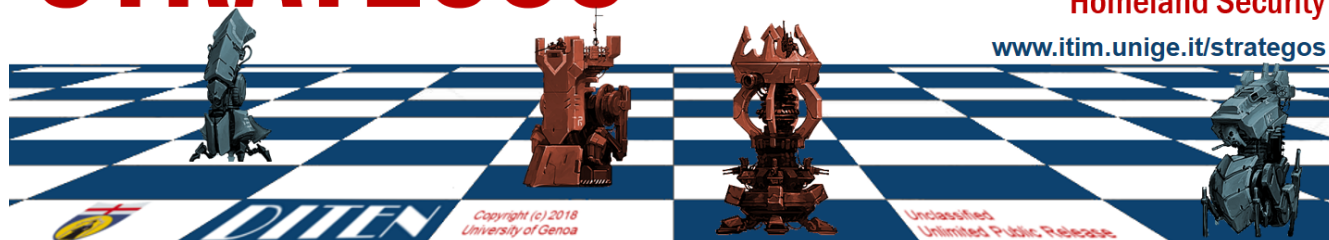


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Master of Science on Engineering Technology for Strategy and Security

STRATEGIC Engineer Resume

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Education & Special Certificates

**Bachelor: Computer Engineering – 2012 Qazvin
Islamic Azad University**

**Network+: South Industrial management
Institutes-2016**

**Windows 8 Configuring: South Industrial
management Institutes-2016**

**MCSA Exam 70-410, 70-411, 70-412: South
Industrial management Institutes-2017**

Cisco CCNA: South Industrial management Institutes-2017

MikroTik: South Industrial management Institutes-2017

Virtualization: South Industrial management Institutes-2018

Linux Essentials: South Industrial management Institutes-2018

Lpic1: South Industrial management Institutes-2018

Professional Experiences

ShayanTarh: Helpdesk, 2019-2020

Closed more than 90% of support tickets for 150+ users within one business day

Documented and escalated suspicious activity reports, allowing the security team to prevent a cyberattack proactively

Provided troubleshooting and issue resolution for internal users on Windows systems

Installation and maintenance of software and hardware

Email technical support

Resolved conflict between Windows system and network printers, which helped improve productivity by 95%

Managed administrative server functions, including backups, upgrades, recovery, management of disk space, and more

Member of the research and development team that evaluated and implemented applications

Respina: Technical Support, 2020-2021

Conduct troubleshooting to resolve IT-related issues for 2,000+ users

Consistently meet call handling goals by closing an average of 47 calls per day

Resolve 99.9% of Level 2 escalated support tickets in emergency circumstances

Utilized high-speed modems, internet access points, and local area network(LAN) and maintained 150+ computers

Novin Dev: Junior Admin, 2021- Present

Experience with Active Directory - Creating Users, password resets, group policy

Knowledge of and experience with configuring and troubleshooting protocols and services such as TCP/IP, DNS, DHCP, VPN, VoIP, Wi-Fi, networked printers, file shares, and network security

Experience with veeam backup&replication and backup 150+ users and 10+ servers daily

Excellent communication skills to configure HP servers, raid hard disks and virtualization

Effective communication skills to configuring Kerio firewall, traffic rules, port forwarding, NAT and antivirus services

Useful handling Monitoring and analyzing Network with OPM

Configured Unifi APs and switches and managed Unifi controller

Familiarity with various storages such as SAN, NAS and QNAP

Other Experiences

Saipa Agency : Operator of reception and warranty, 2012-2013

Technical Skills

Good communication skills to both technical and non-technical staff

Deliver projects on schedule and identify resources required to do so

Excellent communication skills to interface Network Operation Groups, Engineering, customer, vendor and third party personnel

Team working other IT professional and senior IT administrators to complete tasks in the best way

ICT Skills

Virtualization

MCSA

Hosting (WHM and Cpanel and Outlook application)

VeeamBackup and Replication

Languages

Persian (Native Language)

English (Intermediate)

Deutsche basic level

I hereby authorize STRATEGOS, Genoa University and Simulation Team to share my CV for Professional and Scientific Reasons with Companies & Institutions