

217 Harriot Pvt
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- **Network:**

Experience Designing, Running, Supporting, and troubleshooting for:

- o System Administrator (Exchange ,Entra ,Intune ,Team), Windows server Active Directory, Office 365;
- o Backing Up Systems and Restores (Acronis), Storage Area Networks (SAN);
- o Citrix virtual apps and desktop;
- o DB and Hosting in AWS Cloud;
- o PowerShell Scripting and Migrating Microsoft Products (OnPrem to azure ,O365)
- o VMWARE tools including ESXI/vSphere and vCenter;
- o Telephony Systems Analog and Digital, VOIP (RTP, SIP);
- o Network equipment Wire and Wireless, TCP-IP, VPN, DNS, DHCP, LAN, WAN, Security and Firewall(Fortinet, MIKROTIK).

- **Software / Applications:**

- o .Net Developer VB.Net and C# Desktop and web Applications.
- o Designing DB using MS SQL Server 2003, 2008, 2014, 2016, 2019, and MySQL.

IT Engineer, NOKIA, Ottawa, Canada (Jan 2025 - Present)

- Provide technical support to internal users, resolving hardware, software, and network issues.
- Manage user accounts, access control, and permissions in Azure Active Directory (Entra ID).
- Install, configure, and support enterprise applications and collaboration tools.
- Administer and monitor Azure cloud services, including virtual machines, security policies, and group management.
- Support VPN, firewall, and network configurations to ensure secure remote access.
- Automate IT operations and system management tasks using PowerShell scripting.
- Implement and enforce IT security policies, ensuring compliance with Nokia's cybersecurity standards.
- Maintain and troubleshoot data center infrastructure, including servers, storage systems, and network gateways.

IT Specialist, LABEL INNOVATION, Ottawa, Canada (Jul 2021 - Dec 2024) **Full-time**

- Support manufacturing automation programs using .Net, VBA data modelling, Rest API, and client-server model.
- System Administrator , Azure admin including Entra , Intune and Exchange.
- Train the team to choose the proper sensor and 3rd party hardware and Ethernet-based wireless IoT device.
- Database administrator, implementing, and troubleshooting different types of DB such as MS SQL, MySQL, and Access.
- Create reports based on production and finance requests using SQL scripting.
- Providing internal information technology support such as server, software updates, and hardware maintenance.
- Technical assistance and improving the efficiency of the work of the staff using technology, monitoring Applications, and Troubleshooting databases.
- Providing technical support to users such as Troubleshooting manufacturing Applications and solutions to help developer create user-friendly applications.
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System Administrator, CANDELL, Ottawa, Canada (Dec 2019 – Jul 2021) **Full-time**

- Maintenance and configuration operation of users, computer systems, network servers, VOIP and security cameras and virtualization.
- Installing and upgrading computer components and software.

Software Developer, SANADPARDAZ, Tehran, Iran (Apr2014 - Sep2019)

- .Net Software Developer, VB.Net GUI, C#, Ports and SQL Server Database.
- Design, Implement CRM (Customer Relationship Management) software and part of a team with 10 members.
- Microsoft SQL server Develop, implement, and optimize stored procedures and functions using T-SQL.
- Analyze data documentation and communicate to management regarding the current operational.

IT Support, SANADPARDAZ, Tehran, Iran (Nov2011 - March 2014)

- Provide IT support to Clients and end-users.
- Assist technical support staff to manage basic and expedited support for all related issues.
- Work independently while providing sysadmin support to multiple software development teams.
- Installing (Fiber cable, co-axial), troubleshooting Security Devices Access control, Alarm systems, CCTV(DVR, NVR, Cameras, PTZ);
- Develops and reviews policies and guidelines established for all levels systems administrators/engineers to follow.

IT Support Technician, PISHGAMAN CO, Tehran, Iran (Jun 2010 - Nov 2011)

- Installing and configuring hardware and software.
- Analyzing and troubleshooting users.
- Performance configuration of Windows and Servers.
- Maintained the Server room and Network.

Electrical Technician, PAYAMSAZAN, Tehran, Iran (Sep 2007- May 2011)

- Assembling and Testing Electronics Telephony Boards and Systems.
- Programming Microcontrollers Atmel 8051, AVR and Arm.
- Troubleshooting Integrated Complex Circuit Boards focus on The Telecommunication industry.

Introduction to Nokia Optical Network Automation OP00124	2025
Nokia Optical Networking Fundamentals ER00834	2025
Microsoft Certified Professional (Certificate Number: G925-5763)	2018
Bachelor of Electrical Engineer (Four Years)	2010

TEHRAN AZAD UNIVERSITY, Iran

(Equivalent to a Bachelor of Electrical Engineering degree, as determined by World Education Services in Toronto, ON)