

Mohammad Ali Kohandezh

Senior Network Engineer | Technical Supporter



Contact Info

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Languages

English – Working Proficiency

Persian – Native

Teaching Course

- Microsoft Services
- Backup Exec
- Ethical Hacking
- Security Awareness
- Digital Marketing

Education

- Bachelor of Engineering in Software Technology - Software
- Master's Degree in Information Technology Management - Electronic Business

Summary

As an experienced executive support professional with a skill in software support, system/network technology, and project management, I have a deep understanding of leading software applications in the industry, including Veritas Backup Exec, VMware, Office 365, Azure, and AWS. My strong passion for customer relationships, as well as my ability to work on a wide range of platforms and explain complex software issues in easy-to-understand language, enables me to achieve excellent results both in team collaboration and independent work. With my strong eye for detail, creativity, and innovation in the IT field, I look forward to using my skills and experience in any organization that values excellence, innovation, and attention to detail.

Skill Highlights

- Backup Solutions
- Storage & Tape
- Antivirus
- UTM
- Troubleshooting
- Complex Problem Solver
- Strong Decision Maker
- Creativity
- Innovative Thinking
- Flexibility and Adaptability
- Virtualization
- Network Design
- Firewalls
- Endpoints
- HPE Servers
- Team Working
- Service-focused
- Multi-task Oriented
- Eager Learner

International Certification

- VMware Certified Professional - Data Center Virtualization 2021 (VCP-DCV 2021)
- VMware Certified Technical Associate - Data Center Virtualization 2021 (VCTA-DCV 2021)
- Splunk 7.x Fundamentals
- VMware Data Center Virtualization Fundamental [V6]
- HPE ATP - Server Solutions V4
- VCS-325: Administration of Veritas Backup Exec 20.1
- MCSE: Cloud Platform and Infrastructure
- MCSA: Windows Server 2012 - Certified
- MCSE: Desktop Infrastructure
- MCSE: Server Infrastructure
- Promise VTRAK Storage Certification

IT Course

- CEH V10
- Promise Storage
- Microsoft Azure
- Office 365
- Amazon AWS
- LPIC 1
- LPIC 2
- SEC 504
- SEC 542
- Symantec Endpoint Protection
- Tandberg Tape
- Qlogic FC Switch
- Cyberoam Firewall
- Sophos Firewall
- PWK
- Windows Forensic
- Threat Hunting
- Veritas Backup Exec
- Symantec Messaging Gateway

Professional Skills

- Experienced in installing, training, and supporting industry-leading products
- Achieved high customer satisfaction ratings by delivering exceptional customer service and support.
- Successfully implemented complex systems to improve end-user service times and company productivity.
- Delivered technical training programs resulting in improved customer product adoption and retention rates.
- Maintained documentation for network configurations, standard operating procedures, and other IT-related policies.
- Collaborated with service providers to ensure stable company services were maintained.
- Managed network infrastructure and implemented comprehensive security solutions for companies.
- Designed and implemented computer network systems for an efficient and reliable infrastructure.
- Proficient in cybersecurity software, virtualization, servers, backup solutions, and firewalls.
- Excellent customer service and support skills.
- Experience in process improvement and lean methodologies.
- Knowledgeable in network infrastructure and security solutions.

Work Experiences

Senior Technical Supporter / Modabaran, Tehran (07/2018)-Present

- Achieved a 95% customer satisfaction rating for expert installation, training, and technical support for Symantec Endpoint Protection, Symantec Data Loss Prevention, Sophos and Cyberoam firewalls, VMware virtualization, Veritas Backup Exec, Symantec Message Gateway, and HPE servers.
- Earned a certificate in the corresponding field.
- Successfully implemented complex systems, resulting in a 25% reduction in service time and a 10% increase in company productivity.
- Improved team efficiency by implementing lean processes, resulting in a 15% reduction in project turnaround time and a 20% increase in project completion rate.
- Developed and delivered technical training programs for customers, resulting in a 30% increase in product adoption and customer retention.

Senior Information Technology Project Manager/ Haft Tappeh Sugarcane, Tehran (09/2016) -(07/2018)

- Led the migration of all physical servers to the VMware virtual environment using vSphere and implemented relevant technologies such as HA FT and vMotion with SAN storage.
- Redesigned the company's website using WordPress and contributed to the design of a hiring portal for the organization.
- Provided help desk support to employees.
- Collaborated with service providers to ensure stable company services were maintained.
- Reported directly to the CEO for the sensitive nature of our work.
- Earned certifications relevant to the IT industry, including VCP7, ITIL Foundation, and Certified Scrum Master (CSM).

Senior Computer Network Engineer / Golzar Ettesar, Tehran (11/2015) - (09/2016)

- Managed Windows Server and Domain, VPN, DLP with Symantec DLP, antivirus with Kaspersky, regular backups of critical information using Veeam Backup software, and assisted the company with SEO.

Senior Computer Network Engineer / Power Control, Tehran (12/2013) - (11/2015)

- Managed and maintained the computer network infrastructure for the power industry company.
- Utilized Microsoft certifications, including MCSE Server, MCSE Desktop, and Cloud, to ensure efficient network operations.
- Worked with ESET Antivirus to provide comprehensive security solutions for the company's network.
- Provided excellent customer service by addressing client issues through a ticketing system.

Senior Information Analyst / Negarehia, Tehran (08/2011) - (12/2013)

- Provided data storage, backup, and protection solutions for SMB and enterprise organizations.
- Installed HBA FC cards and storage solutions from Promise, HP, Netapp, and Tandberg in servers.
- Designed FC environments in FC Switch networks based on customer needs and the sensitivity of their work.
- Set up devices for high availability and troubleshoot any issues that arise.
- Provided customer support over the phone and maintained/upgraded firmware.
- Initiated DOA/RMA cases for returning faulty devices under guarantee.
- Achieved high levels of customer satisfaction and received certification of appreciation from enterprise and government entities.
- Held certifications in Promise and Symantec backup exec, as well as all Microsoft MCSE certifications for server, desktop, and cloud technologies.
- Utilized a variety of technical skills and technologies such as QLogic FC Switch, storage, tape device, and backup solutions.

Computer Network Specialist & System Engineer/ Culham Engineering Co Ltd, Karaj (07/2007) - (08/2011)

- Designed and implemented computer network systems for the construction company, ensuring optimal performance and security.
- Conducted regular maintenance and troubleshooting of network hardware and software, resulting in a more efficient and reliable network infrastructure.
- Collaborated with other IT professionals, including software developers and database administrators, to integrate various systems and applications.
- Assisted in the procurement and installation of new hardware and software, and managed vendor relationships.
- Developed and maintained documentation for network configurations, standard operating procedures, and other IT-related policies.
- Improved office work efficiency by implementing automated systems for file sharing, backups, and other routine tasks. Demonstrated strong formal writing skills by composing professional letters and reports by the company hierarchy.
- Promoted to a more senior position in recognition of exceptional performance, dedication, and leadership abilities.