**Farbod AlizadehZiaee**

6300 Variel Ave Woodlandhills, CA | (323) 470-4800 |Fziae@yahoo.com

**TECHNICAL SKILLS**

* Experience with Windows/MAC, system, and technical support experience.
* Good experience on Microsoft Office (Word, Excel, Access, PowerPoint, Outlook).
* Experience with Adobe (Photoshop, Illustrator, InDesign), and web design.
* Experience with Linux/Red Hat.
* Good experience in windows AD, DNS, DHCP, FTP, and Microsoft Office 365.
* Good experience with Cloud environments such as Amazon Web Service Atlassian/Jira.
* Good experience with Salesforce administration.
* Hands-on experience with firewall, switches, routers, windows servers 2008/2012.
* Hands-on experience with VoIP system such as Nice InContact, and ShoreTel.
* Good experience in virtualizations VMware, VirtualBox.
* Experience with MySQL, HTML, CSS, JavaScript, PHP, JavaFX, Swing, GitHub, WordPress.

**EDUCATION**

**Master of Information Technology in Cyber Security** Graduate Date: May 2021

Kennesaw State University, Kennesaw, GA

Overall GPA: 4

IT/IS Courses: “Wireless Security”; “ITIL”; “IT Design”

**Bachelor of Science in Computer Science Information Technology/** Graduated: May 2018

**Minor in Art – Graphic Design**

California State University, Northridge, CA

Overall GPA: 3.30, CSUN GPA: 3.684

IT/IS Courses: “CIT Sys Design”; “Comp Web Engr”; “IS Database Management”

**PROFESSIONAL EXPERIENCE**

**IT Specialist / DevOps** October 2018 - Present

*ForwardLine Financial, Woodland Hills, CA*

* Documented, tracked, and reported on status of projects/tickets and sprints in Jira/Confluence.
* Managed the company Helpdesk including all escalations and all tiers of support.
* Performed maintenance activities, including firmware updates, software updates, hardware repairs.
* Supported MacOS, Microsoft Windows 7, 8.1, and 10 versions including Server 2003, 2008 and 2012 R2, and provided technical assistance to 150+ users.
* Used PowerShell to automate offboarding/onboarding processes in AD, Office 365.
* Created PowerShell scripts through ISE to remove meetings from offboarded user’s Outlook.
* Opened new offices and set up the entire network devices such as SMA, firewall, switches, VIOP, workstations.
* Administered systems such as Office 365, Salesforce, Nice InContact, ShoreTel, SonicWALL firewall, Aruba Switch, SonicWALL Secure Mobile Access, AWS, and TrendMicro.
* Monitored servers for usage, and potential problems.
* Implemented remote software and hardware including TeamViewer/Teams/Zoom through VPNs, such as, Netextender, and Openvpn.
* Trained local and remote end users on computer and security policies.
* Helped user to resolve error with application/ printer/ connectivity/ VPN authentication.
* Diagnosed, troubleshot, and resolved hardware, software, or other network and system problems, and replaced defective components when necessary.
* Performed data backups and disaster recovery operations.
* Maintained Cisco switches, Aruba switches, Meraki access points, SonicWALL firewalls, SonicWALL SMAs, and AWS products such as EC2s, Gateways, Security Groups, CloudWatch, etc.
* Implemented AWS VPC, Instances, RDS, Route55, and BGP tunnels setups.

**Help Desk / System Administrator** February 2017 - May 2018

*Intelligent IT, Woodland Hills, CA*

* Remote/locally support users fixing various software & technical related issues.
* Removed viruses from desktops and laptops while educating the end user how to be safer online.
* Installed specialized applications and programs on desktops.
* Swapped out faulty hard drives, replaced/upgraded memory & other hardware components.
* Performed back-ups for data loss prevention as well as OS reinstalls.
* Proficient in the latest Windows 8 environment as well as 7, Vista & XP.

**PROFESSIONAL INVOLVEMENT**

**Management Information System Association (MISA)** September 2016 - May 2018

* Attended weekly technical meetings, met firm professionals, and learnt about career paths.

**CSUN Meta + Lab**  September 2017 - May 2018

* Worked toward my AWS certification, met clients, and learned the DevOps.

**LANGUAGES & INTERESTS**

Interests: Hiking, Swimming, Ping-Pong, Reading, Movies, Theatre, Concerts, Yoga, Zip lining, Picnics.

**REFERENCE**

Provided upon request.