

## **Ehsan Khosravi**

Email address: ekhosr@gmail.com

Disciplined and dynamic candidate with bachelor's degree in computer science. Highly experienced IT Support Engineer with strong background in hardware/software troubleshooting.

### **Key Skills and Strengths:**

- 8+ years' experience in computer support field.
- Efficient troubleshooter and problem solver.
- Customer service oriented: Ability to serve and communicate with different types of customers efficiently.
- Effective time management – Can solve complex system problems in minimum time.

### **Professional Work Experiences**

#### **2016 -Present Accountant at Mandani Management LLC**

7000 Central Park Way Atlanta, GA 30328

- Managing accounts payable, accounts receivable, and payroll departments
- Coordinating weekly payroll for 90 employees
- Preparing monthly and annual company accounts and reports

#### **2012 to 2016 Computer Technical Support at E-RECYCLE USA**

4545 GRANITE DR, TUCKER, GA 30084

- Troubleshooting, upgrading, and fixing more than 1500 PCs, workstations and servers.
- Troubleshooting, upgrading, and fixing more than 700 laptops (Dell, HP, Lenovo, Toshiba, Gateway etc.)
- Replacing more than 100 laptop screens.

- Installing, troubleshooting and maintaining 17 security cameras (cabling, mounting cameras, etc.)
- Provide comprehensive hardware maintenance for customers.

### **2008 to 2012 IT Technical Support at Bandar Abbas Arya Container Terminal (BACT)**

BACT Co., Shahid Rajaei Port Complex, Bandar Abbas, Iran

- Proficiency with installing and upgrading desktop and server operating systems, configuring and troubleshooting peer-peer and server-client networks.
- Familiar with searching account, resetting password, assign permission, disable/enable account in Active Directory.
- Proficiency in using ticketing system for 4 years.
- Provided translation on tickets and email from English to Persian and Persian to English.
- Providing helpdesk support to end-users of proprietary software
- Proficiency in supporting MS Windows XP, 7, MS Office; Word, Excel, Outlook.
- Proficiency in installing network Cat5e, Cat6 cabling.
- Provide technical support and troubleshooting assistance to personnel PCs, printer, and e-mail setup; hardware, software installation, OS, and related hardware issues.
- Configure network problems and troubleshoot connectivity for voice and data line.
- Replace and upgrade existing workstation hardware by replacing video cards, splitter cards, and printer cables.
- Upgrade to new workstations and migrate all data and software to the new systems. Test and confirm all new workstation are functioning properly. Provide end user support after migration.
- Check with user guides, technical manuals and support documents to research and find solutions.

- Installing, troubleshooting and maintaining 49 security cameras (cabling, mounting cameras, etc.)
- Collect, systematize and record problems and solutions log for use by technical support analysts.
- Publish a monthly newsletter providing helpful tips for users.

## **Education**

### **2008: Bachelor's Degree in Computer science**

Mobarakeh Azad University (MIAU), Mobarakeh, Isfahan, Iran

### **2004: Computer Diploma:**

Shahid Haqani high school, Bandar Abbas, Iran

## **Language**

Persian (mother tongue)

English (proficient)