**Arash Sedigh**

4530, Côte-des-Neiges, Apt. 702

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438-998-6004

Arash\_cax@yahoo.ca

**Technical/Network support**

languages: English, French, Persian

**Career Objective**

Technical/Network support position to use my skills acquired during several years of experience

**Summary of Professional Competencies**

* Problem solving skills
* Imagination and creativity
* Analytical and synthesis skills
* Ability to adapt to change and innovation
* Teamwork and collaboration
* Extensive knowledge of Windows Xp,7, 8, 10
* Knowledge of graphic software such as Adobe Photoshop and CorelDRAW
* Good knowledge of Microsoft office
* Familiar with mobile devices
* Experience with ticketing systems and office automation software’s
* Valid driver license and vehicle

**Academic Training**

2016-2017 **Cisco network administration**

LaSalle college, Montréal, Québec

2002-2008 **Bachelor's degree in Computer Engineering-Hardware**

Azad university, Kashan, Iran

**Computer Certification**

* 2016 Cisco network administration LaSalle college, Montréal
* 2015 Windows server 2012 Self-study
* 2013 Virtualisation (VMware & ESXI) Self-study
* 2011 Microsoft Exchange Server 2010 Tehran institute of technology, Iran
* 2011 Microsoft TMG 2010 Tehran institute of technology, Iran
* 2011 MCITP 2008 Tehran institute of technology, Iran
* 2010 MCSE certificate:

Microsoft Certified Technology Specialist Microsoft

Microsoft Certified Systems Engineer Microsoft

Microsoft Certified Systems Administrator Microsoft

Microsoft Certified Professional Microsoft

* 2008 Network+ Tehran institute of technology, Iran
* 1999 A+ Tehran institute of technology, Iran

**Work Experience**

Sept 2015-Apr 2016 **Technical Support**

State Tax Organization, Tehran (Iran)

* Train staff in use of company systems and applications, providing ongoing support
* Upgrade and install software, OS, antivirus and drivers

Aug 2013-Jun 2015 **Technical Support**

State management and planning organization, Tehran (Iran)

* Provide technical support for 300+ users and ensure proper function of workstations, printers, and peripherals
* Configure, install and maintain PC hardware and OS
* Troubleshooting wired and wireless network devices

Jul 2010-Oct 2011 N**etwork Consultant**

Jahan Gostaran Karamad company, Tehran (Iran)

* Provide network design and maintenance advices
* Collect data and prepare instructions for technical projects

Jun 2008-Jun 2013 **Network Specialist**

Ministry of Finance and Economic Affairs, Tehran (Iran)

* Configuring DNS, TCP/IP, DHCP and other services
* Active directory management, NTFS security and disk quota management
* IP addressing, subnetting and Routing concepts
* Create user accounts, permissions, and mailboxes
* Manage installation and configuration of devices (Laptops & PCs)

Aug 2016 to present **Package Handler (Irrelevant)**

Intelcom Express, Montréal (Québec)

* Scan, sort and route parcels while working as a part of the team

**Hobbies and Interests**

Handcrafts (marquetry), photography

***References available upon request***