Nawid Haidari

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SUMMARY

IT Technical Support Analyst focused on firm's IT Inventory Management System (Hardware and software), audit compliance, and inventory specialist. Ensuring 100% of inventory accuracy and audit logs are checked and reported for any discrepancies. Keeping company IT assets and inventory updated and making sure about functioning at all times. Currently studying for a Bachelor of Science in Information Technology at Strayer University and graduated with a Bachelor of Business Administration from RANA University.

EXPERIENCE

Pillsbury Winthrop Shaw Pittman LLP | Washington DC Office   July 2021 – Present
Technical Support Analyst

- Served as user support specialist for the DC and Virginia offices.
- Assisted and helped with one-on-one user training; served as team contact and solution provider for members in the DC Office users.
- Initiated, completed, and followed through with all assigned and self-generated tickets. (ChangeGear Ticketing Sys)
- Assisted with maintaining hardware inventory for the DC Office (ITAMS).
- Assisted with maintaining hardware inventory database daily and new user assignments.
- Build firm standard PCs and laptops per firm guidelines (Network Imaging).
- Organized, built, and maintained proper loaner and hot-swap equipment and delivered to users on time.
- Assisted with maintaining printer maintenance records and inventory, swapping printers as equipment reaches the end of life, and receiving new equipment.
- Serve as a vendor contact for all printers and computer problems.
- Provide Mobile Device support services, for example, Blackberrys, iPhones, Androids, and iPads.
- Understanding and hands-on experience with audiovisual setups
- Laptop/projector connectivity | Video conferencing and teleconferencing setups | TV's, including Plasma, LCD, or LED
- Installed and tested new hardware and software technology.
- Assisted with telecommunications issues as requested by the Telecommunications team.
- Assisted with LAN cabling patching and troubleshooting and performed instructions remotely from firm-wide network engineers in IDFs and MDFs.
- Complete workstation setups for attorneys, secretaries, new hires, new arrivals, visitors, etc.,
- Performed software installations, software updates, and other tasks as requested by the Regional IT Manager
- Join recurring technical team meetings.

Elite Metro Corp (Metro by T-Mobile Authorized Dealer) DMV Area   2016 –2021
IT Support

- Prevented and solved network communication problems in stores.
- Configured and maintained Routers and Switches for stores network.
- Install and maintain computers, troubleshooting, and repair when computers have problems.
- Perform preventive hardware and software maintenance for all locations.
- Boosted help desk supports for all tickets and followed-up with users as needed.
- Invented and moderated technical issues of 3rd party vendors: RTPOS, EDGE, QPAY, and Ingenico Installation.
- Collaborated directly with 3rd party vendors to settle issues, RTPOS, Brother, XEROX, Citizen, and Vivint
- Troubleshoot and support incidents in stores, password reset, new certificate installation.
- Maintain documentation of all company assets (IT Inventory) and reporting to the IT department.
- Operated in all aspects of typical helpdesk support for Microsoft environment.
- Design and development of company website, graphic design of accessories, and speaker packaging.
- Designed and worked in Adobe Illustrator, Photoshop, and other design software.
- Design and place orders for name tags for the entire company.
- Created and signed up remote access applications to perform troubleshooting when needed.

Operations Manager
- Verify daily, weekly, and monthly inventory audits logs.
- Finding out discrepancies in the store's audit log and send the OP11 Form to Ops Department for adjustments.
- Lead and helped District Managers (DMs) with redistributions of Serialized and Tangible inventory.
- Check and analyze weekly open POs for all stores and report findings to Ops Department.
- Analyze and check the Exchange by Mail (XBMs) Orders, Receiving and Returns weekly, ensuring to process back to avoid any chargeback and send a detailed report for each location.
- Evaluated merchandise orders (Phones, SIM Cards, and Accessories.) and received new orders in warehouse
- Analyzing operation forms (OP11-Form) for chargeback and sending to Corporate Office for any deductions for responsible employees and district managers, if any
- Record keeping and coordinating of administrative tasks with Corporate Office

CENTCOM – CACI – SGI Global   2013 – 2015
 Language Assistant & IT Support
- Translated daily class materials of NIU and CNP – Afghanistan.
- Drafted and edited different class lessons of NIU and CNPA for interpretation and translations.
- Initiated and Provided simultaneous interpretation in meetings with national and international advisors.
- Prepared PowerPoint lectures for Instructors and students and other assigned duties by supervisor.
- Implemented IT support, and set up computers, printers/scanners, projectors, and whiteboards in the Camp.
- Integrated operating systems, data and printer sharing, and set them up for training.
- Facilitated office staff with computer application questions and issues.
- Conducted computer technology training with all CNPA staff and personnel.
- Recommended computer products and applications to improve productivity.

Kabul Designs and Xfinity Web Host   2013 – Present
Founder and Business Development Manager
- Drove alignment of business requirements, user-centered design methodology, and technology factors in creating UI/UX designs.
- Designed professional logos and responsive websites. Branding, business cards, social media campaigns.
- Delivered complete cross-platform compatibility in the content management system by installing program language and configurations. (WordPress, Magento, WHMCS)
- Increase web traffic by improving navigation, creating dynamic media sections, and adding social media plugins.
- Motivated and skilled with the usage of WHMCS and WordPress themes and Plugins
- Integrated web hosting capabilities and uploaded to hosting account within the required timeframe.
- Administer troubleshooting techniques to solve problems, including issues with browser compatibility.
- Designed and created social media ads, banners, flyers, and content to increase website traffic and.
- Educated customers/clients about the SEO and keywords usage for their websites.

Afghan Wireless Communication Company   2007 - 2015
Senior Corporate Sales Executive

EDUCATION

Bachelor of Science in Information Technology – Strayer University   Expected 2022
Bachelor of Business Administration – RANA University   2010 - 2014

CERTIFICATION

TestOut Certified Network Pro – Equivelent to Comptia Network+   2021
TestOut Certified PC Pro – Equivelent to Comptia A+ Core 1 and Core 2   2021
CompTIA A+ Core 1 Certified (Scheduled for Core 2)   2020 - 2021
CompTIA Network+ – NexGenT - Next Generation Training for IT Professionals   2019 – 2020
Lynda.com | Linkedin Learning | Mike Meyers Network+ | Professor Messer's CompTIA Network+
MCSE (Microsoft Certified Systems Engineer) Info Tech, Institute of Information and Technology   2008

SKILLS

- Customer Service
- Technical support analyst
- Technical support specialist
- Microsoft Office 365
- Hardware and Software
- MCSE (Microsoft Certified Systems Engineer)
- Negotiator and problem solving
- Web Designs, Development in CMS Applications
- Graphic Design – Adobe Photoshop, Adobe Illustrator, AAA Logo Creator
- Microsoft Outlook
- cPanel, Script Installation, FTP, Hosting Account Creation.
- JavaScript
- HTML and CSS
- MySQL Database
- UI / UX Design, layout, and typography
- Campaign branding

WEBSITE, PORTFOLIO, PROFILES

https://www.NawidHaidari.com
https://www.XfinityWeb.com
https://www.KabulDesigns.com