

Mohammadreza Molavi

IT Specialist

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When I first started in the IT industry, everything seemed new and unfamiliar to me. But as I worked as a help desk support, I learned a lot and gained valuable experience in solving technical issues. Now, as an IT specialist, I feel confident in my knowledge and skills. I'm excited to take on more challenging roles and continue growing in my career.

Experience

- IT Specialist** 2022-2023
 - Over 1 year of experience in this field
 - COMPTIA A+
 - PC ASSEMBLY AND MAINTENANCE
 - MCSA (Microsoft Certified Solutions Associate)
 - Successful project delivery and technical support operations management.
 - Demonstrated ability to troubleshoot complex technical issues.
 - Implementation and maintenance of IT systems.
 - Exceptional customer service skills.
 - Actively seeking new opportunities for growth and professional development.
- Helpdesk support** 2021 - 2022
 - 1 year of hands-on experience providing technical support as a helpdesk.
 - Assisting customers with technical issues and resolving them promptly.
 - Demonstrated ability to work under pressure.
 - Maintaining a positive attitude when dealing with customers and their concerns.
 - Effective prioritization of tasks.
 - Maintained IT infrastructure including printers, computers, security cameras, scanners, switches, and routers. Conducted regular checks, troubleshooted, and performed maintenance tasks to ensure seamless operations.

skills

- VMware ESXi
- Kerio Control
- Active Directory
- Voip(Issabel)
- ManageEngine Desktop Central
- VeeamBackup& Replication
- Cpanel & Directadmin
- IP security camera system
- LPIC-1
- CCNA
- HTML/CSS
- Python

languages

- Persian** (mother tongue)
- English** (professionally)
- Deutsch** (A2)

Education

- Azad North University** 2019-2024
 - Bachelor in Industrial Engineering