Hossein Khodabakhsh

Toronto, Ontario, Canada
hoseinkhodabakhsh@gmail.com
+16473213620
linkedin.com/in/hoseinkhodabakhsh
www.hosseinkhodabakhsh.com

Summary

With over 8 years of experience in the IT industry, I have gained extensive exposure to a wide range of software and hardware solutions. My expertise lies in quickly learning new technologies and creatively solving complex problems. I am passionate about optimizing efficiency and have a proven track record of delivering high-quality results.

Skills

- Proficient in Python programming and SQL for database management
- Experienced in administering Linux, Windows Server, Azure, and AWS environments
- Expertise in Cisco networking, VMware, PowerShell, and Bash scripting
- Skilled in cybersecurity practices including firewall management, penetration testing, and incident response
- Knowledgeable in cloud architecture and containerization using Docker and Kubernetes
- Certifications: CCNA, MCSA, Microsoft Cybersecurity Analyst Professional Certificate

Experience

IT Technician

System Architects Inc, Oct 2022 - Present
- Maintained and repaired a wide range of hardware and software components for the organization's IT infrastructure, ensuring optimal performance and uptime
- Provided comprehensive technical support to management and end-users, leveraging remote access tools and on-site visits to address issues through the ticketing system
- Demonstrated advanced troubleshooting skills to diagnose and resolve complex network problems, including configuring servers and resolving software conflicts
- Ensured the integrity and functionality of critical IT components through timely repair or replacement, while also assisting with technical support via call-ins and live chat

IT Supervisor

Sabz Koosh Polymer Industry, Jul 2021 - Jul 2022
- Provided hands-on IT training and onboarding for 4 new hires to ensure they could effectively deliver high-quality technical support
- Managed the company's network hardware and software infrastructure, including Windows Servers, VPNs, Cisco routers and firewalls, and Cloudflare SD-WAN solutions, both remotely and on-site
- Assessed the feasibility of IT solutions and implemented strategic upgrades to improve network performance and accommodate the company's growth
- Leveraged strong problem-solving and diagnostic skills to identify, troubleshoot, and resolve a wide range of software, hardware, and connectivity issues
- Collaborated closely with management to provide end-user support and deliver routine progress reports

Research & Teaching Assistant

Nova Scotia College of Art and Design, Sep 2019 - May 2021

- Conducted in-depth research to assess the technological feasibility of various projects, utilizing photogrammetry and 3D scanning techniques to capture high-quality digital models.
- Collaborated closely with research teams, implementing efficient workflows to overcome technical challenges and enhance project outcomes.
- Provided valuable guidance and support to bachelor-level students, facilitating engaging group lessons and hands-on activities to supplement coursework.
- Worked closely with course instructors to ensure personalized attention and effective understanding of course materials.

System Administrator

Sabz Koosh Polymer Industry, Oct 2018 - Sep 2019

- Delivered IT training sessions to new hires, equipping them with the necessary skills and knowledge to provide competent technical support
- Utilized Linux, Windows Server, and Cisco networking technologies to remotely and on-site manage and maintain the company's IT infrastructure
- Performed feasibility assessments and implemented up-to-date solutions to optimize network performance and upgrade the infrastructure as the company expanded
- Provided end-user support, diagnosed and resolved complex issues, and reported to the relevant manager
- Demonstrated strong problem-solving and automation skills to streamline IT operations

Network Administrator

Razan Architecture, Sep 2016 - Oct 2018

- Remotely and on-site managed and maintained the company's network hardware and software infrastructure, including Cisco networking equipment and VMware vSphere
- Assessed the feasibility of IT solutions and implemented strategic upgrades to improve network performance and accommodate the company's growth
- Provided end-user support, diagnosed and resolved a range of software, hardware, and connectivity issues, and reported to the relevant manager
- Leveraged scripting skills in PowerShell and Bash to automate routine IT tasks and improve operational efficiency

Junior Network Administrator

Roozegar newspaper, Jan 2015 - Sep 2016

- Collaborated with senior network administrators to solve technical problems and relocate the company's network infrastructure
- Participated in the design and implementation of the passive and active network components, as well as the restart of the network with new services

Education

Nova Scotia College of Art and Design
Master of Fine Arts - MFA, Photography, 2019 - 2021

Imam Khomeini International University
Bachelor's degree, Computer Software Engineering, 2008 - 2013