

Mohammadreza Molavi

IT Support

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 30. August 2001 | Iran

I started my career as a Help Desk Support Technician, where I gained valuable hands-on experience by providing technical support, troubleshooting hardware and software issues, and assisting users with a wide range of IT-related problems. As my technical knowledge and practical skills grew, I took on greater responsibilities and handled more advanced technical support tasks. After taking a planned two-year career break to complete my bachelor's degree and further develop my technical and professional skills, I am now ready to return to the IT industry with renewed motivation and a strong commitment to continuous learning and growth. I am eager to join a challenging role where I can apply my technical skills, continue learning, and make a meaningful contribution to the organization's success.

Experience

- Ebrahim Co - IT Support

2022-2024

 - Over 2 year of experience in this field
 - COMPTIA A+
 - PC ASSEMBLY AND MAINTENANCE
 - 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.
- Danapeyvast - 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)
- Deutsch (TELC Deutsch B2)
- English (Professionally)

Education

- Azad North University

2019-2024

 - Bachelor in Industrial Engineering
- Azad North University

2025 - Present

 - Master in Industrial Engineering