Babak Tavakoli

IT Support Specialist

🏠 **Toronto, ON**

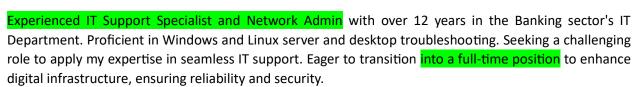babak.tavakoli@gmail.com   Phone: (437) 440-4832

🌐 http://babaktavakoli.com - https://about.me/babak.tavakoli

🎓 college email: babak.tavakoli@cdicollege.ca

Objective

Experienced IT Support Specialist and Network Admin with over 12 years in the Banking sector's IT Department. Proficient in Windows and Linux server and desktop troubleshooting. Seeking a challenging role to apply my expertise in seamless IT support. Eager to transition into a full-time position to enhance digital infrastructure, ensuring reliability and security.

1- Formal Education

- 1-1) 2023 AWS Certified Cloud Practitioner, certificate received in Toronto, Ontario
- 1-2) 2015 Masters of Science in Computer Engineering
  Azad Islamic University Science and Research Branch, degree received in Tehran Iran
- 1-3) 2005 Bachelor of Science in Computer Engineering
  Azad Islamic University South Tehran Branch, degree received in Tehran Iran

2- Self-Directed Learning

- 2-1) Linux Professional Institute Certification (LPIC-1 and parts of LPIC-2)
- 2-2) Linux Fundamentals
- 2-3) CCNA/CCNP (Routing and Switching)
- 2-4) CompTIA Network+
- 2-5) Web Programming and Database Design

Key Skills and Technical Expertise

1. Network Installation and maintenance (Cisco routing and switching)
2. Desktop troubleshooting and hardware installation and maintenance
3. Server installation and operation (Linux/Windows including DHCP/DNS/VPN/IPSEC/FTP/SMTP/SNMP)
4. Help desk support (Ticketing system, phone,Email)
5. VMware and virtualization (ESX/Hyper-V)
6. Storage systems (EMC/EVA) and backup tools (NetBackup/Backup exec and VEEAM)
7. Programming and Database (ASP.NET, PHP, MySQL, SQL Server)
8. Soft Skills including adaptability, communication, problem-solving, and teaching skills

Work Experience

January 2024 – Present (Part-time, 12 hours per week)

College Instructor, CDI College North York Campus, Toronto, Ontario

- Teach Systems Analysis and Design (CST2234)
- Teach Database Systems (CST2355)
- Teach Web Programming (CST8285)

September 2022 - September 2023

Networks and IT Service Specialist, Caspco (Affiliated by Parsian Bank), Tehran, Iran

- Provided first-line technical support to end-users, addressing hardware, software, and network-related issues via phone, email, or in person.
- Diagnosed and troubleshot IT problems, utilizing problem-solving skills and knowledge of IT systems to ensure rapid issue resolution
- Assisted in hardware and software procurement, vendor management, and license tracking.
- Configured and maintained web servers (Apache, Nginx)
- Installed, tested, and troubleshot Linux Servers
- Worked with EVA (8000) and EMC (5400,5300) storage systems
- Installed, configured, and operated ESX
- Worked with virtual servers

November 2012 - September 2022

IT Support Technician, Parsian Bank (IT Department), Tehran, Iran

- Installed, configured, and maintained desktops, laptops, printers, and other peripherals, ensuring optimal functionality and accessibility.
- Supported remote users using Remote Desktop Support (TeamViewer, AnyDesk)
- Worked with Cisco switches (2960,3750)
- Worked with Microsoft Office 360
- Installed, configured, and worked with Fortinet to provide VPN connections for remote users
- troubleshot and supported issues related to VPN/IPSEC connections for remote users
- Installed and configured Linux and Windows servers
- Documented all support interactions, including issue descriptions, troubleshooting steps, and resolutions, using a ticketing system (JIRA®).
- Assisted in the deployment of software updates, patches, and security fixes across the organization's systems.
- Trained end-users on IT best practices and procedures to improve their technology proficiency and reduce support requests.
- Provided technical assistance to employees, resolving hardware and software problems promptly and efficiently.
- Collaborated with network administrators to troubleshoot and resolve network connectivity issues.
- Managed patches and Security updates on client computers.
- Conducted regular system backups and data recovery processes to safeguard critical information.

References
Available upon request