ALI KHAYYER

Remote Technical Support Specialist, Network Desktop Support

M.Sc. in Computer Networking from the University of Science and Technology IUST (world rank 300). With working experience as a professional Network Engineer and Technical Support at CLOUDZY one of the top world Cloud providers (Google Rank 4) by achieving 100% customer satisfaction, I have an Excellent track record in quality support service, having received the highest star rank and best Experience from over +14000 customers.

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SKILLS

Skills: Technical Support, Troubleshooting, Customer-Service, Network Engineering, Problem Solving, Database, Network Administration.

Soft Skills: Collaborative team, Customer-Focused Support, Documentation, work effectively in a team, adapt to different tasks, solve problems in a technical enviroment.

PROFESSIONAL EXPERIENCE

Technical Support Engineer

Cloudzy   *2022 - 2023*

- Provided immediate technical support to over 14,000 active users at Cloudzy Conducted hands-on troubleshooting for both Windows and Linux/Unix servers, resolving issues promptly to ensure seamless performance.
- Maintained a 100% customer satisfaction rate by delivering effective support services through platforms like Crisp online chat and WHMCS Demonstrated exceptional communication skills to address end-user issues promptly and efficiently.
- Configuring, troubleshooting, repairing, and administering servers, wide area networks, computer workstations, and connections to the internet.
- Delivered real-time, on-the-fly solutions for end-users through two simultaneously platforms.
- Monitored network traffic across multiple continents using tools like Grafana and efficiently provisioned VPS servers for over 10,000 active servers spanning 17 locations across 3 continents.

Network Administrator- Technical Support

Fava Global Institute   *2018 – 2020*

- Designing and implementing wired and wireless networks, troubleshooting hardware and software issues, and undertaking organizational projects.
- Managed network infrastructure, including routers, switches, and provided real-time problem-solving services for more than 250 On-site active users.
- Ensured 100% stable operation and peak performance for over 23 departmental infrastructures through vigilant monitoring, troubleshooting, upgrading, and system setup and management
- Supported configuring network connections and providing support, including data backups, observing system functioning, and ensuring data communication transactions are recorded and maintained.
- Supported network traffic and security provisioning for over 240 active nodes, conducting systems software upgrades for more than 85% of them.
- Configured firewall for WAN, Networking (VPN, DHCP, DNS, TCP/IP, ensuring 100% data isolation, managed network infrastructure, 2960 switches, and firewall configurations.

Network Expert- IT Desktop Support

MAHSHAR Studio   *2016 – 2018*

- Devised and executed a fully secure, intricate, hybrid Wi-Fi and wired network connecting systems and connected devices.
- Seamlessly connected the local area network (LAN) through switches and expertly configured the firewall to the wide area network (WAN), ensuring 100% data isolation.
- Achieved a significant 10-fold increase in network connection speed through infrastructure and media equipment upgrades.
- Eliminated over 5 security bugs related to wireless connections, broadcasting, firewall misconfigurations, and malware infection issues.

EDUCATION

M.Sc. Of Computer Engineering, Computer Systems Networking

University of Science and Technology (IUST) (World rank 300)   *2022*

- Highly talented and outstanding student at the University of Science and Technology.
- Grade A+, Brilliant and talented student for all semesters (throughout entire B.Sc.).
- Activities and societies: Study and research on the process of drone handover (UAV handover management) as a seminar. It was successfully completed and received the highest ranking as a seminar which was uploaded to the Regional National Library.

CERTIFICATES & COURSES

MikroTik Certified Network Associate (MTCNA)   *(11/2022)*
Institute of ICTadmins (MikroTik House)

Microsoft Certified Systems Administrator (MCSA)   *(04/2020)*
Institute of Technology (MFT)

Microsoft Certified IT Professional (MCITP)   *(07/2017)*
Institute of Applied Science Technology Jahad Daneshgahi (IASTJD)

Cisco Certified Network Associate Service Provider Operations (CCNA)   *(07/2017)*
Shamsipour Technical and Vocational College

CompTIA Network+   *(01/2015)*
Institute of Applied Science Technology Jahad Daneshgahi (IASTJD)

LANGUAGES

ENGLISH: Full Professional Proficiency   **Persian:** Native or Bilingual Proficiency

Personality Tests

Raven IQ - Raven intelligence test   **Test result:** Genius - IQ score: 124

Honor and awards

- Designed and created a comprehensive school database system that was executed and approved with the highest ranking as a project.
- Designed and implemented a pre-prepared Linux CentOS-based full networking server system with a compatible backup with the ability to implement it on other raw servers, which was executed and approved as an innovative approach in backup implementation as a final project