(832) 3761489

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Rahim Wardak

# **SKILLS**

* Operating system knowledge
* Knowledge of software application
* Windows 10
* Hardware deployment
* Database management
* Network configuration
* Analytical abilities
* MS office 365
* Creativity
* Problem solving
* Planner
* Customer service
* Flexibility
* Communication
* Responsible

# **EXPERIENCE**

## Alpha LLC, Dallas TX – Admin/IT support.

## Maintaining and doing daily, weekly, and monthly reports by using QuickBooks.

## Providing customer services.

## Installing and configuring software and hardware.

## SCAT Solutions, Houston, TX *— IT support/failure analysis.*

April 2020 - August 2023

* Troubleshoot computers, networks, systems, and applications.
* Act as a point of contact for resolution of technology-related issue.
* Install new software to computer.
* Diagnose and fix units.
* Analyze, resolve, track, escalate and accurately document basic software, hardware and simple technical problems.
* Reviews customers complaint to determine details of equipment problems
* Disassembles machines to examine parts, for wear or defects, using hand or power tools and measuring devices
* Resolve clients issues by using ticketing system.
* All other duties assigned by supervisor

## Fardis Lc, Houston TX *— Store manager*

May 2018 - March 2020.

* Manage the business.
* Fix/install new hardware to POCs.
* Finalize inventory.
* Conduct/submit daily, monthly, and yearly reports.
* Manage all office work
* Train new employees.
* Interact with customer and treat them with respect.
* Communicate all activities, business success, and challenges with the owner.
* Other assigned tasks.

# **EDUCATION**

## Houton Community College, Houston TX

Degree in CIS (Computer Information System)

## References

# [Available upon request.]