

OBJECTIVE

To contribute my IT administration and support expertise to optimize technology resources, streamline operations, and ensure a seamless user experience in a dynamic organization. I am committed to delivering timely and effective IT support, addressing technical challenges, and continuously improving systems to empower employees and enhance their productivity.

CONTACT

- Mahtabbeiki@gmail.com
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- 0645222413
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EDUCATION

Bachelor of Computer Networks Engineering

CERTIFICATES

- MCSE 2012
- CCNA
- VCP

SKILLS

- Technical Troubleshooting
- Network Support
- Documentation
- Backup and Recovery
- Active Directory Management
- Hardware/Software Installation
- HTML/CSS

Mahtab Beiki

IT SUPPORT ENGINEER

Experienced IT Support Engineer with a four-year track record in customer and technical support. Skilled in resolving hardware, software, and network issues, ensuring high client satisfaction. Strong communicator and adept at multitasking.

EXPERIENCE

IT SUPPORT ADMINISTRATOR - HEXOSYS SDN BHD

Feb 2020 – Dec 2021

- **IT Management:** Oversaw company website and Microsoft 365, maintaining performance and security.
- **Documentation:** Kept detailed records of hardware and software changes for smooth troubleshooting.
- **Hardware and Network Setup:** Installed and maintained computers, printers, and network connections for user convenience.
- **User Accounts:** Managed user accounts and permissions for data security.
- **Support Logging:** Recorded support interactions for future reference and service improvement.
- **Vendor Relations:** Collaborated with vendors for timely hardware and software procurement.
- **Inventory Tracking:** Maintained an organized IT inventory system for cost-effective resource management.
- **CRM Management:** Handled the company's CRM system (Odoo) for improved customer relations.
- **Attendance System:** Managed the attendance system, ensuring smooth workforce management.

NETWORK OPERATIONS CENTER ENGINEER - SEPANTA

Jul 2018 – Apr 2019

- **Bandwidth Monitoring:** Watched over network bandwidth to maintain optimal performance.
- **User Network Setup:** Set up IP addresses, core network configurations, and DNS for new users.
- **Documentation:** Kept detailed records of support tickets and shared lessons learned in our knowledge base.

- **Team Collaboration:** Worked closely with other network engineers to configure and maintain network monitoring and load balancing.
- **VIP Customer Support:** Provided top-tier support to VIP customers via phone, email, and ticketing systems.

IT SUPPORT ADMINISTRATOR - HNG
May 2017 – Jun 2018

CUSTOMER SERVICE SPECIALIST - PTE
Sep 2016 – May 2017