

Amirali Mirzaei

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PROFESSIONAL SUMMARY

Experienced IT Specialist with over 7 years of expertise in networking, systems administration, and technical support. Skilled in delivering exceptional customer service, resolving complex technical issues, and ensuring smooth IT operations. Strong background in designing, managing, and optimizing systems, with a focus on reliability, security, and efficiency. Known for effectively communicating technical concepts to diverse audiences and fostering collaborative environments to achieve business objectives.

SKILLS

Cloud & Virtualization: AWS (EC2, S3, IAM, VPC), Azure, VMware, Docker, Kubernetes

Networking: TCP/IP, VLAN, VPN, DHCP, DNS, LAN/WAN, Load Balancing, Nginx Reverse Proxy

Systems Administration: Linux/UNIX, Active Directory, Group Policy, O365, PowerShell, Bash

Tools: Git, Firewalls, IDS/IPS, Wireshark, SIEM, ITSM

Operating Systems: Linux/Unix, Windows Server, MacOS, Android, iOS

Programming & Web Development: Python, HTML, CSS, JavaScript, SQL, WordPress, Nginx

Certifications: Cybersecurity CE (UNLV), Security+ (In Progress)

WORK EXPERIENCE

IT Specialist - Freelance - Las Vegas, NV

2016 - Present

- Designed and deployed IT solutions for small businesses, including video surveillance systems, NVRs, QNAP, Synology, and AV systems, tailored to meet operational needs.
- Managed overall IT operations, including remote monitoring, troubleshooting, and maintaining networks, servers, and endpoints for consistent uptime and reliability.
- Installed and configured POS systems, operating systems (Windows, macOS, Linux), and business-critical applications, ensuring smooth daily operations.
- Secured IT environments through firewall configurations, antivirus management, and implementing data backup and recovery solutions.
- Consulted on IT upgrades, cloud migrations (AWS, Azure), and scalability strategies to align with client growth and technology trends.

IT Support Specialist I - The Siegel Group - Las Vegas, NV

03/2023 - Present

- Administered and optimized computer systems, networks, Azure, Active Directory, Ubiquiti UniFi switches, Windows Servers, NAS, and mail servers, ensuring high performance and availability.
- Delivered comprehensive on-site and remote support for software installations, upgrades, and troubleshooting of desktops, laptops, printers, mobile devices, and video surveillance systems.
- Utilized Autotask ticketing system to manage and resolve support requests efficiently.
- Implemented security protocols, conducted system audits, and managed data backups to ensure data protection and business continuity.
- Conducted end-user training sessions on new technologies and software solutions, driving productivity improvements across teams.

Network Technician (Contract) - Vision Technologies - Las Vegas, NV

07/2022 - 12/2022

- Installed and upgraded network infrastructure, including WAPs, APs, switches, routers, and fiber optic cabling for new and existing schools within the CCSD.
- Configured and tested network devices, ensuring seamless integration with existing systems and optimized performance.
- Managed remote access configurations and provided ongoing support for network systems across multiple school locations.
- Handled end-to-end deployment of network equipment, from physical installation to final configuration, ensuring reliability and compliance with school district standards.
- Installed and configured SNMP-enabled battery backup systems for network equipment.

Mobile Repair Manager - Asurion/UbreakiFix - Las Vegas, NV

03/2019 - 06/2022

- Supervised and trained mobile technicians, ensuring high-quality repairs and customer service.
- Managed daily store operations, including scheduling, inventory control, and sales performance.
- Developed and implemented process improvements to enhance repair efficiency and turnaround times.
- Provided expert guidance on complex repairs and troubleshooting, ensuring team success.
- Monitored and optimized inventory levels to maintain repair readiness while minimizing costs.

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