

FADIL NAHIL CHEHAYBER

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1. INTRODUCTION:

Skilled Technologist with experience configuring computers, servers, and peripheral devices to work within established company and security parameters. Adapt to managing permissions, filters and file sharing. Devoted troubleshooter with deep understanding of system architecture and diagnostics.

Dedicated professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenging to best enhance the organizational brand.

2. Work History

Jan2018 - Dec 2023 Desktop Support Engineer

NANO TECHNOLOGY INC

- Installed, configured, and maintained servers, DNS, Active Directory and LAN's and WAN's firewalls, and security protocols to secure clients private information and enforce governmental laws and regulations for Internet Service Providers.
- Facilitated problem solving in network issues by assigning the proper team for the issue or remotely solving problems.
- Customer support representative: Facilitated opening cases and assigning tickets to issues reported by clients via phone or web and assigning them to the proper team to resolve on tier 1 or 2 support using salesforce.

- Done tier 2 support duties and responded to emergent cases that have high priority or cases that failed to be resolved on tier 1 support.
- Facilitated receiving, answering and responding to customers issues and complaints in timely manners and followed company policies and procedures in forwarding the issue to proper departments for further internal analysis and finding solutions to avoid facing such issues and complaints in the future.
- Configured hardware devices and software to set up workstations for new employees.

Jan 2015 - Dec 2017 Website Tester

Zero Chaos

- Improved website functionality by redesigning and updating and implementing codes, plugins and extensions.
- Designed test scenarios for automation and implemented test scripts with automated test tools.
- Evaluated function, performance and design compliance of every product against design standards and customer needs.

Jan 2012 - Dec 2014 Stock Auditor

EIDorado Corporation

- Compiled general ledger entries on short schedule with 100% accuracy.
- Conducted technical & analytical reviews at tax returns to check for accuracy & qualified deductions.

- Cooperated with senior leaders to create operating budgets and initiate financial planning.
- Facilitated operational and financial audits, working with internal and external managers to communicate recommendations and issues surrounding audits.

Jan 2010 - Dec 2011 Quality Assurance Test Engineer

Computech International Corporation

- Advised developers on problems with databases, performance, and other issues.
- Gathered data on integration issues & vulnerabilities, reported findings and recommended improvements.
- Tracked, prioritized and organized defects with QUAD, working with development team to facilitate timely corrections.

Jan 2006 - Dec 2010 Desktop Support Engineer

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- Relocated and configured desktop computer devices and IP phone systems to facilitate office moves and new employee workstations.
- Configured hardware and software and devices to set up workstations for employees.
- Monitored network performance, and provided network performance statistic reports for real-time and historical measurements.
- Maintained servers and systems to keep networks fully operational during peak periods.

- Installed, configured and set up network connections, cablings, routers, modems, switches, hubs, Cisco security systems, firewalls and virus protection systems.

3. Education

Mar 2023 - current	London South Bank University MS - Project Management
Jan 2023 - current	Salesforce Salesforce Administrator
Jan 2009 - Dec 2012	MICROSOFT MCTS - MICROSOFT CERTIFIED TECHNOLOGY SPECIALIST
Jan 2006 - Dec 2010	American University Of Science & Technology BA - Computer Science

4. Skills

Customer service, system administration, server administration, account management, troubleshooting, technical support, firewalls, active directory, network implementation, CRM, QA, Testing, chatter, data management, security, database and reporting.

5. References

Available Upon Request