

Faris badri

| farisbadri@outlook.com |

Technical Specialist | Support Engineer

Design/implement customer and internal projects including but not limited to network configuration, client/server setup, hardware configuration, and software implementation/upgrade/security/audit. Provide technical support for engineers servicing clients. Provide direct remote and onsite customer hardware, desktop and network support. Participate in presales meetings with account reps and customers. Collaborate with sales for developing materials for client presentations.

**Expertise:** Technical

Troubleshooting

End User Training

Virus Detection, Removal & Prevention

IT Infrastructure & Performance

Tuning

System Upgrades & Optimization

Security, Backup & Recovery

Solutions

Technical & User Documentation

Relationship Management

#### Technical Summary

Provides project engineering and lead technical support for Network and Desktop Services customers, both internal and external

**Certifications:** Microsoft Certified System Engineer (MCSE), Microsoft Certified Professional (MCP)

**Platforms:** Windows, Unix, Linux, Mac OS X, iOS, Android

**Networking:** LANs / WANs / SANs, TCP / IP, VoIP, DNS, HTTP, Wireless / VPN Architecture, Cisco Routers & Switches, Firewalls, Cisco IOS, Active Directory Domain Controllers

**Hardware:** iPads, iMacs, tablets, desktops, laptops, printers, scanners, projectors

**Applications:** Zendesk, Microsoft Dynamics NAV, Norton / McAfee Antivirus, jira, Symantec Backup Exec, Symantec Ghost Solution Suite, Norton Internet Security, SaaS, SAP, Azure, Intercom, HTML, CSS, WordPress, Freshworks.

#### Professional Experience:

**Technical support, Sykes | Support engineer, 3/2018 to 11/2018** Maintain and support systems, workstations, mobile devices, printers and peripherals; respond to user service requests; and resolve trouble tickets. Ensure system security for desktop, mobile and cloud environments.

- Closed 95% of trouble tickets on the first call without escalation.
- Commended for quickly resolving complex issues including system crashes, network slowdowns, connectivity problems, security breaches, virus infections and more.

- Achieved a user satisfaction rating of 4.9/5.0 (14% higher than average); consistently logged and monitored ticket status to ensure fast, quality resolution of every issue.
- Set up secure WiFi, LAN and VoIP networks at remote locations, leading client/server configuration and performance-tuning of crucial infrastructure to ensure seamless business operations.
- Communication, customer service, troubleshooting, problem-solving, and analytical skills; extensive knowledge of product being supported .

**crossover, austin, TX | l2 operation engineer , 2/2019 to present | remote position**  
Provided level 1 and 2 technical support for 150+ users. Ensured quick resolution of user concerns and escalated more complicated issues to helpdesk managers.

- Cut incident callback rate by 12%; used technical, analytical and communication skills to accurately identify user needs and provide effective solutions.
- Awarded “Star Employee” three times for delivering outstanding technical support and customer service.

### **Education & Training**

Cairo university , Egypt | BA degree of Information and technology Courses:  
Server Infrastructure | Windows Server 2016 Enterprise | Cloud Configuration |  
Network Architecture, Operations, Security and Troubleshooting | ICDL .  
Languages : English , Arabic , Spanish, german