Siavash Amiri

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"OBJECTIVES"

With 8 years of expertise in technical support and software, complemented by a solid foundation in security services, I specialize in delivering advanced technical assistance, resolving complex issues, and ensuring seamless software and hardware operations. My commitment to exceptional customer service and staying abreast of emerging technologies enables me to provide innovative solutions. Leveraging my expertise in security, I implement robust measures to create and maintain secure environments.

"COMPUTER SKILLS"

- Proficient in deploying and managing systems with Active Directory, Citrix, SCCM, and Microsoft Azure, enhancing security and optimizing operations.
- Advanced expertise in SQL, MySQL, Oracle DB, and database administration, with a strong foundation in network management, certified by CompTIA Network+.
- Extensive knowledge of UI/UX principles, combined with hands-on skills in PHP, HTML, and system optimization across both Windows and Linux environments.
- Skilled in installing, configuring, and troubleshooting office equipment like Sharp, Toshiba, and Canon.
- Proficiency in Microsoft Office, leveraging technical expertise in network management and cloud services.

"WORK EXPERIENCE"

Oct 2024 – Present **Outlier**
AI Training Specialist | Freelance Coding Expert
- Developed AI training datasets to improve machine learning models.
- Evaluated AI-generated code for quality and functionality.
- Applied expertise in Python, Java, JavaScript, and C++ for scalable solutions.

Oct 23, 2023 – Present **Coleman's**
Operations Supervisor and Customer Service Lead
- Oversaw record-keeping and filing operations, performed data entry, and delivered exceptional customer service.
- Streamlined financial processes, including preparing cash reports, balancing safes, and managing bank deposits.

Aug 08, 2023 – Oct 07, 2023, **Walmart**
Self-Checkout Operations Specialist
- Operations and provided support as a Self-Checkout (SCO) attendant

2020 – 2023 **Atieh Sarzamin Iranian Co (Iran Zamin Bank)**
Security Systems Specialist | Network Monitoring Lead
- Spearheaded the configuration and management of system security, utilizing Active Directory, Citrix, and SCCM, while proactively monitoring network activities to mitigate security threats.
- Delivered advanced technical leadership, diagnosing and resolving critical software and hardware issues efficiently.
- Led the troubleshooting of network issues and implementation of security protocols to enhance system resilience.

2017 – 2020 **Atieh Sazan Navid Hojjat Co (Iran Zamin Bank)**

Software Support Specialist | Technical Lead

- Directed end-user support operations, ensuring efficient resolution of technical challenges on Windows 7 and Windows Server platforms.
- Oversaw software updates and verified compatibility with existing systems to maintain uninterrupted operations.

2013 – 2017 **Javan Office Machines Company**

IT Solutions Expert | Sales Operations Leader

- Led installation, configuration, and troubleshooting of office machines, including printers, copiers, and fax devices, from major brands such as Sharp, Toshiba, and Canon.
- Conducted advanced training in circuit board repair for Sharp devices, completing a 6-month specialized course.

2011 – 2012 **Head Optic**

Web Developer and Quality Assurance Specialist

- Assisted in designing and implementing new features for a web-based application.
- Conducted testing and debugging to ensure high-quality software delivery.
- Provided input on software design and functionality

2008 – 2010 **Freelance, ISP Jahannama**

Full-Stack Web Developer | Network Administrator

- Designed websites using PHP, NUKE, and WordPress.
- Designed local area networks and web services.

"EDUCATION"

Nov. 2016 **Azad University**

- **Associate degree in computer– Computer Software**
  Final Project: Creating and implementing a local network

"CERTIFICATES"

June 2019, **Cyber Tech | CompTIA Network +**

- CompTIA Network+

May 2024, Nov,06 2024, **Google | Coursera**

- **Technical Support Fundamentals**
  https://coursera.org/share/628241590b03844350c719092860ac1a

January 2025, **Microsoft** | **Secure Access with Azure Active Directory**

- https://www.coursera.org/account/accomplishments/records/5375TXG6WJ64

"VOLUNTEER "

Aug,14,2024 – Present **NL Health Services**

Volunteer at the gift shop of Long-Term Care

Corner Brook, NL, Canada

Mar 2021 – Aug 2023 **Mahak Charity Organization**

Actively participated in fundraising and support activities for children with cancer.