Hasan Alqetrani

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SUMMARY

Results-driven IT professional with nearly six years of experience providing technical support, managing network infrastructure, and deploying systems in diverse environments. Proven ability to troubleshoot complex issues, implement process improvements, and deliver exceptional customer service. Adept in Active Directory, cloud services (Azure, AWS), and network management.

SKILLS

Windows 10/11, Windows Server 2016+, Linux, Active Directory, Intune, Microsoft Exchange, Azure, AWS, Networking (VLANs, VPNs, DHCP, DNS), Wireless Infrastructure, Network Troubleshooting, Network Configuration, Office 365, ServiceNow, Project Management, Hardware Repair, System Deployment, Technical Support, Executive & Remote Support, Scripting (e.g., PowerShell), Technical Reporting and Documentation, Change Management (SOP) Documentation

EXPERIENCE

Field Engineer

Dynamic Edge   **January 2025 – Present**

- Provided daily onsite and remote technical support to 50+ clients, resolving 90% of hardware, software, and network issues within the first response time.
- Managed and prioritized 40+ tickets per week using ServiceNow, achieving a 98% SLA compliance rate, and performed hardware repairs including laptops, desktops, and printers.
- Configured and maintained network infrastructure including VLANs and VPNs, deployed and managed Azure and AWS cloud services for 10+ clients, and created detailed IT documentation for network configurations and troubleshooting procedures.
- Spearheaded a network upgrade project for a key client, resulting in a 20% improvement in network speed and reliability.

IT Support Engineer (Contract)

TomTom   **January 2024 – December 2024**

- Installed and configured Windows 10 laptops and software suites for an average of 20 new employees weekly, providing ongoing hardware and software support to a user base of 200+.
- Managed 500+ user accounts in Active Directory, including creation, modification, and deletion, and collaborated with global IT teams across 3 international offices to standardize IT service delivery.
- Traveled to U.S. offices to provide onsite support and ensure IT service consistency across locations.
- Developed and delivered training sessions to 50+ employees on new software applications, increasing user proficiency by 25%.

IT Deployment Technician (Contract)

Nissan Motor Co.   **June 2023 – January 2024**

- Led the deployment of 500+ new IT systems, including desktops, laptops, and peripherals, while effectively troubleshooting software, hardware, and network connectivity issues during the rollout.
- Conducted quality assurance testing on new systems, documented all configurations and deployment procedures, and provided end-user training sessions to 100+ employees on new system usage.
- Created detailed technical documentation for deployment, troubleshooting, and configuration.
- Automated the system deployment process using scripting, reducing deployment time by 30%.

IT Support Specialist (Contract)

365 Retail Markets   **April 2022 – November 2022**

- Provided Tier 2 technical support across Windows, Linux, and web-based platforms for 100+ users, resolving 85% of issues on the first contact.
- Diagnosed and maintained 50+ 365 kiosk systems, reducing system downtime by 10% through proactive maintenance and troubleshooting.
- Assisted with system updates and troubleshooting, ensuring minimal downtime.
- Implemented a new ticketing system that improved ticket response time by 40%.

IT Support Technician

National Heritage Academies   **September 2020 – April 2022**

- Managed and maintained 200+ Windows and Chromebook assets, performed system upgrades for 150+ devices, and provided technical support to 300+ users.
- Troubleshooted Windows Server issues, provided IT consultation to department heads on technology needs, and improved IT processes by implementing a new ticketing system that decreased resolution time by 20%.
- Developed comprehensive IT documentation for new systems and implemented process improvements that increased team efficiency by 15%.
- Reduced IT expenditures by 25% by identifying and implementing cost-effective solutions for hardware and software procurement.

EDUCATION

B.S. in Computer Science

Eastern Michigan University · 2018 – 2024

Computer Science

Washtenaw Community College · 2016 – 2018