

MEHDI YAGHOUBIAN

IT Support Engineer | Systems & Operations Specialist

mehdi.yaghoobian@gmail.com | 647-995-8105 | Vaughan, ON | linkedin.com/in/mehdi-yaghoobian

PROFESSIONAL SUMMARY

Results-driven IT Support Engineer with 12+ years of progressive experience in technical support, network administration, and systems operations. Distinguished by an exceptional ability to rapidly diagnose and resolve complex technical issues independently with near zero escalation and consistently high customer satisfaction. Combines deep on expertise (CCNA, CCNP, MCSA, MCSE, Active Directory, Windows Server, Azure, AWS) with modern AI-powered development skills capable of designing and building functional software solutions using AI tools to translate real-world operational problems into working applications. Bilingual: English & Persian/Farsi

CORE STRENGTHS

Troubleshooting & Problem Solving

Rapidly diagnoses root causes across hardware, software, network & systems. Independently resolve issues without escalation by keeping operations at near-zero downtime

AI-Powered Development

Build real software solutions using ChatGPT & AI tools translating operational challenges into working apps. Comfortable moving from idea to deployed solution

Customer Satisfaction

Consistently rated highly for communication, responsiveness & resolution speed. Bridges the gap between technical complexity and non-technical users at all levels

TECHNICAL SKILLS - 2026

Operating Systems

Windows 10/11, Windows Server 2016-2022, Linux OS, macOS

Networking & Security

TCP/IP, DHCP, DNS, VPN, SSL/TLS, LAN/WAN, Wi-Fi 6, Firewall, CISCO - CCNA/CCNP

Cloud & Identity

Microsoft Azure, Amazon AWS, Intune, Active Directory, DFS, SCCM, Group Policy

AI & Dev Tools

ChatGPT/OpenAI API, Microsoft Copilot, Power Automate, Python, PowerShell, MySQL

Microsoft 365 & ITSM

Office 365, SharePoint, Teams Admin, ZenDesk, Freshservice, ServiceNow (familiar), PSA, Slack

Process Automation

Advanced Excel (Power Query, dynamic formulas, color-coded workflow automation), Power BI (basic)

PROFESSIONAL EXPERIENCE

Dixie Electric Ltd. — Vaughan, Ontario IT & Operations Team Leader | Warehouse

August 2022 – Present

IT Support

- ▶ **Sole IT resource:** Independently resolved 100% of hardware, software
- ▶ **Development:** Designed and built an Excel-based color-coded workflow automation system adopted by 10 staff daily automating order status tracking and cross-departmental handoffs, measurably reducing human error and delays
- ▶ **Troubleshooting:** Diagnosed and resolved complex multi-layered technical issues networking, software conflicts, hardware failures, consistently delivering fast resolution and high user satisfaction

Setareh Farhang, Iran

March 2020 – June 2022

IT Manager & E-Commerce Specialist

- ▶ **Remote troubleshooting:** Diagnosed and resolved hardware, software, network, and user account issues across multiple remote platforms maintaining high availability for all users
- ▶ **Network admin:** Managed VPN configurations, remote desktop protocols, and network performance monitoring to ensure optimal uptime
- ▶ **Digital operations:** Oversaw SEO optimization and e-commerce platform administration, combining IT and business operations expertise

Combined Cycle Power Plant - Tehran, Iran

July 2018 – March 2020

IT Manager Assistant

- ▶ **Help desk & training:** Provided first-line IT support and technical onboarding for new and existing employees. maintained all workstations, laptops, printers, and mobile devices
- ▶ **Server management:** Managed Windows Server 2008/2012/2016 environments. Maintained hardware inventory and monitored ticketing system for timely resolution

EDUCATION & CERTIFICATIONS

🎓 Bachelor of Science - Computer Software Engineering

Languages: English (Proficient) | Persian/Farsi (Native)

- ✓ CompTIA Network+
- ✓ MCSA & MCSE — Microsoft Certified
- ✓ CCNA & CCNP — Cisco Certified
- ✓ Supervisor H&S Awareness | WHMIS 2015
- ✓ First Aid & CPR — St. John Ambulance