

Behrouz Lotfi

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Objective

Dedicated and skilled Technical Support Specialist seeking a technician or IT support role to apply extensive experience in troubleshooting, customer support, and system maintenance. Committed to delivering high-quality service and continuous improvement in IT practices.

Summary of Qualifications

- Over 5 years of experience in hardware and software troubleshooting across diverse devices
- Proficient in remote support tools including phone, video call, and AnyDesk
- Experienced in installing, configuring, and maintaining Windows systems and essential software
- Skilled in IT lab administration and managing multi-user environments
- Strong documentation and guide creation skills to assist users effectively
- Currently strengthening networking knowledge with industry fundamentals
- Known for problem-solving skills, patience, and clear communication

Work Experience**Technical Support Specialist**

Lotfi Upgrade Centre – Bokan, Iran

March 2015 – September 2018

- Diagnosed and repaired hardware/software issues for PCs, laptops, and mobile devices
- Provided both remote and in-person support using phone, video call, and AnyDesk

- Installed and configured Windows OS and software on multiple systems daily
- Created easy-to-follow graphical guides for clients on device connections and software use

IT Lab Administrator

Payam Noor University – Bokan, Iran
March 2013 – March 2015

- Maintained and updated lab systems and resolved technical issues promptly
- Ensured reliable connectivity for faculty and students
- Performed routine system maintenance, installations, and updates to support lab operations

Skills

- Technical troubleshooting and diagnostics
- Remote technical support and assistance
- Installation and configuration of operating systems
- Networking fundamentals (in progress)
- IT equipment setup and maintenance
- Guide and documentation creation

Education

Bachelor's Degree in Computer Engineering (Software)

Payam Noor University – Iran
October 2011 – June 2015

Certifications

Electronics, Laptop & PC Repair Certification – Since July 2015