MAHYAD MIRZABAGHERI

IT Support Technician | IT Specialist | 1st & 2nd Line Support
Stoke-on-Trent, Staffordshire | mahyad.mirzabagheri@gmail.com
mahyadmi.github.io | linkedin.com/in/mahyad-mirzabagheri | github.com/Mahyadmi

PROFESSIONAL PROFILE

Hands-on IT Specialist with **nearly 10 years' experience** providing **1st and 2nd line support** to office and operational users – diagnosing hardware, software and network faults, configuring devices, and supporting Windows and Microsoft 365. Experienced in maintaining active and passive network infrastructure and setting up secure remote access, including VPNs in AWS. Holds an **MSc in Software Engineering (Distinction)**, which adds scripting, cloud and automation skills to day-to-day support. Currently working on the operational floor at an Amazon delivery station, so understands how quickly an IT problem can stop production or warehouse teams. Calm under pressure, well organised, and able to explain technical issues clearly to non-technical colleagues.

KEY SKILLS

- **IT Support:** 1st/2nd line helpdesk support, first-contact resolution, structured fault diagnosis, logging and escalating issues, preparing workstations for new starters
- **Systems & Devices:** Windows 10/11, Microsoft 365 (Outlook, Teams, OneDrive, accounts and passwords), software installation and configuration, laptops, desktops, mobile devices and peripherals; PC building and component installation (CPU, RAM, GPU, M.2 SSD)
- **Networking:** Active and passive network infrastructure, TCP/IP, IP addressing and subnetting, DNS, DHCP, LAN/Wi-Fi connectivity troubleshooting, VPN configuration (including Android VPN/tunnelling clients)
- **Cloud & Scripting:** AWS (VPN setup, virtual private servers, Lambda, S3), Docker, Python scripting for diagnostics and automation, SQL
- **Web & Site Administration:** WordPress and WooCommerce administration, website security (firewall rules, IP blocking), caching and performance optimisation
- **Professional:** Clear communication with non-technical users, prioritising competing requests, knowing when to escalate, knowledge base documentation, IT security awareness

PROFESSIONAL EXPERIENCE

IT Specialist – IT Support & Web Development **2017 – 2024**
Arvin Bokhar Heating Industries (Manufacturer) | Tehran, Iran

- Provided 1st and 2nd line IT support to office and site staff, resolving desktop, laptop, software and hardware issues and fixing most problems at first contact.
- Diagnosed faults using focused questioning, system observation and diagnostic test scripts, escalating complex issues where appropriate.
- Installed and configured software and devices, and prepared workstations for new employees.
- Supported users with Windows and Microsoft 365, including account, email and password issues, explaining problems and fixes in clear, non-technical language.
- Maintained active and passive network infrastructure and investigated connectivity problems affecting business systems.
- Set up and managed virtual private servers and VPN connections to give staff secure remote access.
- Documented troubleshooting methods and resolutions in the support knowledge base, helping speed up future fixes.
- Built and maintained the company's websites and web applications, including the multilingual corporate site arvinbokhar.ir.

WordPress Developer (Part-time) **2015 – 2016**
Farstech Co. | Tehran, Iran

- Designed, built and maintained WordPress websites for clients, from first meeting through to post-launch maintenance.

Sortation Associate **Oct 2025 – Present**
Amazon UK Services Ltd, DST1 Delivery Station | Stoke-on-Trent

- Sort, stow and stage parcels in a high-volume delivery station using Zebra handheld devices and scanners, following strict safety (PPE) and quality procedures.
- Work daily in an operational environment where equipment and system reliability directly affects output and delivery deadlines.
- Adapt to changing shift priorities and work closely with colleagues to keep operations on track.

Previous seasonal employment at the same site: Nov 2024 – Jan 2025.

Kitchen Host **Jan 2025 – Oct 2025**
Aramark, Alton Towers Resort | Staffordshire

- Delivered customer service in a busy, fast-paced environment as part of a team, maintaining service and hygiene standards.

LIVE PORTFOLIO

Arvin Bokhar – Multilingual Corporate Website (WordPress) **Live**
Built and maintained | arvinbokhar.ir

- Built the company's six-language website (Persian, English, German, Russian, Turkish, Arabic) with right-to-left and left-to-right layouts; still administer it, including firewall IP blocking, security hardening and WP Rocket caching.

Manan Shahidi – Online Clothing Store (WooCommerce) **Live**

Designed and built | mananshahidi.ir

- Persian (RTL), mobile-first WooCommerce store with product catalogue by size, cart, wishlist and customer accounts; ongoing site administration and support.

EDUCATION

MSc Software Engineering – Distinction **2024 – 2025**

University of Staffordshire | Stoke-on-Trent, UK

- **Modules:** Web and Mobile Application Development (85%), Cloud Computing (72%), DevOps and Agile Software Development in AWS (71%), Critical Systems and Applications (67%).
- **Dissertation:** built an open-source, Docker-based tool simulating an AWS serverless architecture to automatically detect software design problems (github.com/Mahyadmi/microservice-antipattern-detector).

BSc Computer Engineering **2012 – 2016**

Islamic Azad University, Tehran North Branch | Tehran, Iran

CERTIFICATIONS & TRAINING

- IBM / Coursera – Python for Data Science, AI & Development (Credential ID: GG2DTE2HXQGS)
- IBM / Coursera – Databases and SQL for Data Science with Python (Credential ID: UCT9MN2EDW8E)
- IBM / Coursera – Data Science Methodology (Credential ID: 6KLVRPZ7J6T5)
- IBM / Coursera – What Is Data Science? (Credential ID: ZJXHUF4F7BNJ)
- Coursera – Get Started with Figma (Credential ID: XMWUPWDYHHHC)

ADDITIONAL INFORMATION

- Languages: English (fluent), Persian (native).

References available on request.