



Amirhossein Bahar

Network Engineer

DoB: 2002-11-16

Marital Status: Single



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Tehran, Damaavand Street, Vahidieh Street, Mohammad

Memar Alley, Tehran, Iran

Education

Associate in Computer Networks

Institute/University: Iran University of Industries and Mines

Tehran, Iran

2022 - 2024

GPA: 16.05

Bachelor of Information Technology Engineering

Institute/University: Iran University of Industries and Mines

Tehran, Iran

2024 - Present

Work Experience

ICT Engineer

Snapp Help Desk

Tehran, Iran

Mordad 2025 - Present

Tasks and Achievements

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- Analyzing and solving technical problems in ICT systems and providing effective solutions.
- Collaborating with various teams to develop and implement IT projects.
- Training and supporting end users in the use of ICT software and tools.
- Managing and maintaining computer and software systems to ensure optimal performance.
- Analyzing and resolving technical issues in IT systems using advanced tools.

Call Center Specialist

Snapp Call Center

Tehran, Iran

Tasks and Achievements

- Managing and responding to incoming and outgoing calls with the aim of increasing customer satisfaction.
- Resolving customer issues and complaints with a professional and effective approach.
- Using CRM software to record and track contact and customer information.

Technical Specialist of Call Center

Snapp Call Center

Tehran, Iran

Tasks and Achievements

- Analyzing and reviewing technical problems reported by customers and providing effective solutions.
- Training and guiding the support team in technical and software areas.
- Analyzing call data and evaluating team performance.
- Collaborating with the development team to identify and resolve software issues.
- Following up and resolving VoIP issues and the call center control panel.

Certificates

CCNP Routing and Switching

Institute: Tehran Technical Complex

October 2024

Link: <https://file.myinfra.ir/index.php/s/yNaBtxcag2zed65>

+ Network

Institute: Tehran Technical Complex

September 2022

Link: <https://file.myinfra.ir/index.php/s/wDDAoxre8KcjXE4>

CCNA Routing and Switching

Institute: Tehran Technical Complex

February 2024

Link: <https://file.myinfra.ir/index.php/s/oxGXpwQWzN5A4KY>

Python

Institute: Tehran Technical Complex

August 2020

Skills

Network Protocols

Border Gateway Protocol BGP

Open Shortest Path First OSPF

ipsec

Enhanced Interior Gateway Routing Protocol EIGRP

Issabel

Grafana

VMware, ESXI

Problem Solving

Flexibility

Communication

Language

English

Reading



Writing



Speaking



Listening



Social Network



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