



Amirhossein Bahar

Network Engineer

DoB: 2002-11-16
Marital Status: Single

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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

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.

ICT Engineer

Snapp Help Desk
Tehran, Iran
Mordad 2025 - Present

Tasks and Achievements

- 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.

Skills

Network Protocols

Issabel

VMware, ESXI

Grafana

Problem Solving

Flexibility

Communication

Language

English



Certificates

CCNP Routing and Switching

Institute: Tehran Technical Complex
October 2024

CCNA Routing and Switching

Institute: Tehran Technical Complex
February 2024
Link: <https://mftplus.com/verifycertificate?auto=1&nationalcode=0025243918&code=1736731>

+ Network

Institute: Tehran Technical Complex
September 2022
Link: <https://mftplus.com/verifycertificate?auto=1&nationalcode=0025243918&code=1510447>

Python

Institute: Tehran Technical Complex
August 2020

Social Network

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