

Tamana Rahimy Wardak

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PROFILE

- Holding and continues growth of 5 years of experience and a track record of as a senior User Identity (Access) Management.
- In-depth knowledge of various services like product support, technical troubleshooting.
- Looking for a new challenge to broaden my current skill set and experience and build expertise in the field of Computer Science, business and Information system.
- Hardworking and experienced Receptionist with several years of experience serving.
- as a supportive and integral employee in high volume client settings. Eager to join a new team of people and assist them as a dedicated and passionate receptionist.
- Bringing forth a positive work ethic and a commitment to efficiency and integrity.

TECHNOLOGIES

- Microsoft Azure
- Microsoft teams
- Windows NT/2000/2003/2008/2012/2019
- Microsoft Share Point
- LAN/WAN/Wireless
- MS. Office

EXPERIENCE

GPS Analyst (Technical Support Analyst) at Accenture (Meta Project) October 2021- Present

- Develop deep knowledge within a complex product group.
- Investigate and prioritize advertising issues, raising them to a specialist when appropriate for further troubleshooting or debugging.
- Own tasks end-to-end until they are assigned to specialists.
- Discern product confusion from bugs, determine solutions, and advise the sales team advertisers to accomplish the advertiser's desired outcome.
- Strong interpersonal skills to communicate issue resolution, technical resolution, workarounds, or product confusion to the sales team.

Customer Service, Sears holding Kmart, Concord, CA Nov 2015 - 2019

- Oversaw totals of all cash and credit transactions leading up to \$30000.
- Supervised and trained new employees to be kept up to company standards.
- Resolved all customer complaints in a professional manner while also prioritizing customer satisfaction.

Database Administrator Kabul education ministry, Afghanistan Jan 2010 - Jun 2014

- Configured, administrated, and maintained the Configuration Management Database.
- Managed, ran, and monitored all automated Discovery efforts.
- Ensured database security, integrity, stability and system availability.
- Maintained database backup and recovery infrastructure.

EDUCATION

B.A., Management Information System

Expected: May 2024

San Jose State University, San Jose, CA, **GPA: 3.21**

A.A., Computer Information system

Graduated: May 2020

Diablo Valley College, Pleasant Hill, CA, **GPA: 3.19**

Relevant Coursework: Operating systems, Management of Information system, Project management and Network

A.A., Business Administration

Jan 2017 – May 2020

Diablo Valley College, Pleasant Hill, CA, **GPA: 3.19**

Relevant Coursework: Financial Accounting, Managerial Accounting, Introduction to Business

SKILLS

Computer: Expert in Microsoft office, SQL Server, Oracle, MySQL, Docker, Active Directory, Software Troubleshooting, Knowledgeable in User Interface/ User Experience

Languages: English and Farsi (fluent), Pashto and Urdu (Advanced)

CERTIFICATIONS

Computer Specialist in Database and Information Technology, Diablo Valley College Nov 2019

Reference: Open Request