



MUNIR G. HADDAD

IT Support & Technical Solutions Specialist


CONTACT INFORMATION

 munirgh80@proton.me

 703-232-9990

 Catharpin, VA

 www.munirhaddad.me

 [linkedin.com/in/munirh](https://www.linkedin.com/in/munirh)

 github.com/munirh80

PROFESSIONAL SUMMARY

Results-driven IT Support Specialist with 5+ years of experience delivering enterprise-level technical solutions. Demonstrated success in reducing system downtime, optimizing support processes, and maintaining 95%+ customer satisfaction rates. Proven ability to manage multiple priorities while delivering exceptional service in fast-paced environments. Advanced knowledge of troubleshooting complex issues, such as network printers, remote connectivity, software support, hardware issues, and Microsoft Office 365.

PROFESSIONAL EXPERIENCE

Tech Support & Onboarding Specialist

DoorLoop LLC, Miami Beach, FL | 08/2022 - 08/2023

- Spearheaded implementation of automated onboarding workflows, reducing client setup time by 40% while maintaining 95% satisfaction rate
- Engineered and documented solutions for complex technical issues within 24-hour SLA, achieving 98% resolution rate
- Developed and maintained comprehensive knowledge base articles, reducing common support tickets by 35%
- Implemented new ticketing system workflows, resulting in 30% reduction in query resolution time
- Created and delivered technical training materials for new feature rollouts to 1000+ clients
- Collaborated with development team to identify and resolve software bugs, improving platform stability

- Managed complex data migrations and software integrations for enterprise clients
- Established new QA processes for testing software updates before client deployment

Help Desk Technician II

Stinson LLP, Washington D.C. | 05/2018 - 09/2020

- Orchestrated large-scale software deployments through System Configuration Manager for 500+ users
- Implemented automated scripts for common issues, reducing resolution time by 40%
- Managed and maintained Active Directory user accounts, group policies, and security permissions
- Created and maintained detailed documentation for technical procedures and troubleshooting guides
- Advanced knowledge of troubleshooting complex issues, such as network printers, remote connectivity, software support, hardware issues, and Microsoft Office 365.
- Experience supporting virtualization, VMware Horizon, VMware vSphere, VPN, Microsoft Endpoint Manager (previously System Center Configuration Manager), and Active Directory
- Established and maintained hardware inventory system, reducing asset tracking time by 50%
- Provided after-hours support for critical systems and emergency situations
- Collaborated with network team to resolve connectivity issues and optimize network performance

Systems Administrator

Dark Web Security, ID Agent, Washington DC | 09/2017 - 02/2018

- Enhanced sales team productivity by 15% through targeted technical support initiatives
- Optimized enterprise device management tools, increasing efficiency by 20%
- Implemented new security controls, resulting in 25% reduction in security incidents
- Achieved 99% success rate in corporate software package deployments

Additional Experience

Assistant Caddy Master - Chevy Chase Golf Club (2020-2021)

- Implemented digital solutions for inventory and scheduling management
- Supervised team of 20+ staff while maintaining technical systems

Caddy - Robert Trent Jones Golf Club (1999-Present)

- Demonstrated exceptional problem-solving and customer service skills
- Utilized technology tools for course management and performance tracking

TECHNICAL EXPERTISE

- **Infrastructure:** Windows, macOS, Linux, Cloud Platforms (Office 365, Google Workspace)
- **Support Tools:** ServiceNow, Remote Desktop Solutions, MDM Platforms, Ticket Management Systems
- **Security:** Enterprise Security Controls, Access Management, Security Best Practices
- **Core Skills:** Technical Troubleshooting, System Administration, Process Optimization
- **Soft Skills:** Customer Service Excellence, Technical Documentation, Team Leadership

EDUCATION

AS Information Technology

Northern Virginia Community College