

Azar Salmanov

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CAREER SUMMARY

Experienced IT Helpdesk professional with over a decade of expertise in providing technical support, managing IT infrastructure, and ensuring system reliability. Proven ability to troubleshoot complex technical issues, enhance operational efficiency, and deliver exceptional service to end-users. A strong communicator and team player with experience in diverse environments, including government, private sector, and international organizations.

EXPERIENCE

Helpdesk

Ministry of Justice of the Republic of Azerbaijan

2024 - Present, Baku

Delivered remote technical support to computers across various government offices, including probation centers, courts, ministries, ASAN service centers, and notary offices.

Diagnosed and resolved technical issues using IP-based remote access tools; conducted on-site troubleshooting when remote resolution was not feasible.

Maintained and upgraded server rooms, ensuring seamless network connectivity through the installation of new network lines.

Helpdesk

T-Mobile Polska Warsaw

2023 - 2024, Poland Warsaw

Provided IT support to employees, ensuring smooth operation of internal systems, workstations, and communication devices.

Resolved technical issues efficiently, minimizing downtime and improving user productivity in a fast-paced environment. Collaborated with teams to manage network infrastructure and support system upgrades.

Helpdesk

6 st Baku "ASAN xidmət" center

2021 - 2023 Baku

Played a pivotal role in setting up and launching the center, configuring and deploying 150 computers, 75 service dashboards, 85 queue tablets, and 25 information monitors.

Managed and maintained server room infrastructure, including switches, patch panels, and network integration for all departments.

Installed and optimized a queue management system, ensuring efficient service delivery.

Conducted routine inspections and maintenance of IT equipment and server rooms while managing access control systems.

Supervised the setup of additional services, including new network lines and camera systems.

System Administrator

1 st Baku "ASAN xidmət" center

2019 - 2021, Baku

Ensured the continuous functionality of computers and IT equipment, supporting uninterrupted service operations.

Conducted regular inspections of server rooms, adjusted and maintained queue management systems, and managed user access permissions.

Installed and configured new network lines from server rooms to enable additional services.

Monitored and managed the performance of camera systems, ensuring security and operational efficiency.

Supported a modular hospital under the Ministry of Emergency Situations during the COVID-19 pandemic, overseeing patient management systems.

Managed user permissions, granting or revoking access for doctors and staff as needed.

Entered critical patient data, including admissions, discharges, and other updates, into the hospital's system.

Oversaw inventory management, recording and barcoding medications for streamlined operations.

SKILLS

Technical Proficiencies: IT support, system administration, troubleshooting, network management

Soft Skills: Problem-solving, team collaboration, adaptability, time management, communication, project management

Languages: English, Russian, Turkish, Azerbaijani

EDUCATION

Computer Engineering

Kirovograd National Technical University | Kyiv | 2015 - 2019

